

## Appendix A. Review of Current Plans, Assessments, and Surveys

This appendix provides an overview of current plans, assessments, and surveys related to human services transportation and the populations they serve. This content helped inform outreach discussions for the project kick-off week that occurred March 5th-8<sup>th</sup>, as well as the coordinated human services transportation plan itself.

The Municipality of Anchorage is currently involved in several efforts updated plans related to public transportation. The People Mover transit system was entirely redesigned and implemented in October 2017, the full outcomes of which have not been thoroughly reviewed. The summaries of the documents included are listed in chronological order, beginning with the most recent.

### 2017 Alaska 2-1-1 Annual Report

Alaska 2-1-1 provides a one-call resource that connects community members with a wide variety of resources, including disability and senior services, healthcare information, and transportation options. The Alaska 2-1-1 report provides policymakers with a snapshot of community strengths and where gaps need to be filled. It also provides a tool for on-the-ground professionals to navigate and align the services they offer.

Of the 21,469 calls received in Anchorage in 2017, transportation, along with housing and utility assistance, were the top categories for unmet needs.

### 2017 Alaska Community and Public Transportation Advisory Board

The Alaska Community and Public Transportation Advisory Board (C&PTAB) is made up of a diverse mix of state agency, tribal representatives, user advocates, and transportation providers. was tasked to “make recommendations for the improved agency coordination and combining of services to achieve cost savings in the funding and delivery of community and public transit services.” After several studies assessing funding, special population needs, and existing transportation systems, the C&PTAB made the Interagency Coordination Recommendation:

1. All state agencies adopt the following shared definition of coordination:
  - a) Coordination is an ongoing strategy of committed funders, providers and stakeholders working together to improve both local and statewide transportation options through planning, shared resources, and consolidation of programs.
2. All state agencies use the same coordination requirements and template language in Requests for Proposals, transportation service contracts, certification processes, and grants that support transportation services for client populations.
3. Recipients of human service and public transportation funding from any state funding agency report a consistent set of data in a manner that can be efficiently sorted, aggregated and reported for all state funding agencies collectively. Necessary data elements include: local match amount and partner, actual transportation expenditures by service and provider, number of people served, cost per ride (including number of rides) or amount of purchased transportation services, and level of engagement in Local Coordination Planning efforts.

The C&PTAB has also developed a tool to support this recommendation that assists state agencies and providers collect data and calculate costs related to coordinated transportation. The Department of Social Services is currently in the process of implementing several strategies related to the Interagency Coordination Recommendation:

- Aligning non-medical transportation provider certification processes;
- Using the same rate methodology for non-emergency medical transportation (NEMT) across all other Medicaid programs that utilize transportation services;

- Using the same definitions and procedures for NEMT (for example, use the same definition and distance limits for short-distance ground travel) across Medicaid programs;
- Requiring provider agreements and transportation contracts for NEMT and other transportation needs to include coordinated transportation language found in the Interagency Coordination Recommendation;
- Encouraging participation and education to use public transportation, where available.

## 2017 Anchorage 2040 Land Use Plan

The Anchorage 2040 Land Use Plan (2040 LUP) is a supplement to the Comprehensive Plan for the Anchorage Bowl. This plan pairs neighborhood, district, and facility plans with projections population, housing, and development needs over the next 25 years to create a land use map that recommends a future pattern of development. The following goals, consistent in both the Comprehensive plan and the 2040 LUP, overlap with goal areas of a CHSTP:

- **Future Growth.** Take a forward-looking approach to community growth and redevelopment, embodied in the Anchorage 2020 Land Use Concept Plan and Land Use Policy Map, by pursuing innovative ways to accommodate and encourage growth in population, housing, and employment.
- **Building Community.** Build on existing commercial districts and neighborhood strengths through reinvestment.
- **Compatible Development.** Promote development that respects the scale and character of existing neighborhoods, contributes to neighborhoods of lasting value and vitality, and is supported by investment in local amenities and services.
- **Community Facilities.** Provide a well-planned mix of public, utility, and institutional facilities that coordinate with private-sector development to meet the health, educational, civic, cultural, recreational, utility, governmental, and public safety needs of all citizens, businesses, and neighborhoods.
- **Mobility and Access.** Develop an efficient transportation system that is based on land use, moves people and goods safely with minimal impact on surrounding uses and the community, and maximizes choices among various modes of travel including walking, bicycling, and public transit.
- **Walkable Community.** Develop a community that allows for living, working, shopping, and recreation within convenient travel distances, in a pedestrian-oriented development pattern that supports healthy, active lifestyles.

The 2040 LUP notes that trends in Anchorage's population shift indicate development will need to account for accelerated growth in senior households, an increasingly ethnically and racially diverse population, and a greater spectrum of income levels that will need affordable housing and transportation options. While all of the goals from the 2040 LUP need to be taken into consideration when developing long-term transportation planning, specific items that align with a CHSTP include:

- **Goal 5 Infrastructure-Land Use** Coordinated and targeted infrastructure investments catalyze new growth, provide an acceptable return on investment, and equitably improve safety and quality of life.
  - **LUP 5.1.** Implement recommended land use patterns and growth in context with existing infrastructure capacity and planned improvements, for utilities, streets, trails, public transit, parks, and schools.
  - **LUP 5.5.** Ensure that adequate public facilities such as schools and fire stations are available when and where they are needed, in an efficient and equitable distribution of services, based on long-term projections for population, student enrollment, and the location of future growth.

- **Goal 6 Accessible Land Use** Anchorage coordinates transportation and land use to provide safe, efficient, and affordable travel choices.
  - **LUP 6.1.** Provide sufficient transportation infrastructure to support the growth that the Comprehensive Plan anticipates in Centers, Corridors, other employment areas, and neighborhoods.
  - **LUP 6.2.** Provide new or upgraded pedestrian and local/collector street connections in Centers and Commercial Corridors to improve access to and from surrounding neighborhoods.
  - **LUP 6.3.** Adopt and execute a Complete Streets policy to design streets to serve all users, including pedestrians, transit riders, and bicyclists, and align the design and scale of streets to be compatible with compact, accessible, and walkable land use patterns.

## 2017 Alaska Common Ground Event Series Recommendations

Alaska Common Ground (ACG) is a non-partisan, non-profit organization that focuses on increasing awareness and comprehension of public policy issues among Alaskans through forums, reports, and media. In 2016 ACG polled their membership for topics to explore, of which transportation generated the most interest. They held a series of free public events in the Spring of 2017 where leaders in the transportation field gave lectures on topics like “Technology, Demographics, and Transportation”, “A Multimodal Transportation System (Winter or Not)”, and “How Does Transportation Planning Work and How Do I Engage?”. The coordinating team for these events summarized a list of recommendations from the content shared. Recommendations pertinent to the CHSTP update include:

- Increase citizen involvement in AMATS and other land use and transportation planning and design through outreach to community councils, advisory boards and commissions, and innovative mechanisms of engagement;
- Consider updating the Anchorage transportation website to make it more user friendly and more comprehensive. Madison, Wisconsin’s transportation website can serve as a model;
- Develop a network of vanpools, car shares and employee shuttles to support the increased frequency and fewer stops of the new People Mover bus plan
- Plan for demographic changes;
- Develop strong and safe transit, bicycling, and walking conditions and options;
- Increase the state gasoline sales tax

## 2017 Metropolitan 2040 Transportation Plan

The 2040 Metropolitan Plan is currently under revision by AMATS and is slated to be finalized January 2019. As the blueprint for the development and implementation for needed transportation system improvements in the Anchorage area, the goals, objectives, and public outreach should be considered in the development of the 2018 CHSTP update to ensure the alignment and promote coordination. The top ranked goals identified through the MetroQuest MTP survey were:

- Improving safety
- Improving travel conditions
- Sustainability

The top challenges identified through the MetroQuest MTP survey were:

- Funding shortfalls
- Transportation planning within the context of a winter city
- Project delivery

The top opportunities and trends identified through the MetroQuest MTP survey were:

- Changing demographics that want lifestyles that rely less on cars
- Ridesharing services growing in popularity
- Short-term rentals of cars or bikes that are changing travel patterns

Key considerations from the public outreach process include:

- There is a disconnect between the public's desire for communities that are safe and promote high qualities of life and the reality of the transportation systems designed that prioritize speed and efficiency of automobiles;
- Roads are designed for peak hour traffic and the resulting sprawl does not promote conditions that are safe for people walking or biking throughout the rest of the day;
- Land shortage is overrated and there is ample land to develop if decisions are made efficiently and density is prioritized;
- Agencies should use consistent socio-economic data when developing concurrent transportation plans;
- Alaska Natives and Native organizations should be engaged in the process;
- Winter conditions are a reality in Anchorage. Maintenance and design should take this into consideration.

## 2016 Alaska Commission on Aging Annual Report

The Alaska Commission on Aging seeks to assist older adults in Alaska maintain good health, independence, and dignity through various strategies accomplished through interagency collaboration. The 2016 annual report highlights various trends that relate to the senior population and are pertinent to the CHSTP update:

- The senior population is growing at an annual rate of 6%. As more people live to an older age, the need for these services will increase proportionately for the next 20 years or longer as a large share of the senior population may experience disabilities, dementia, and/or periods of frailty in their later years.
- Due largely to the aging of the state's population, there are an estimated 6,800 Alaskans age 65+ who may have Alzheimer's – a count that is projected to nearly triple by 2030.
- According to findings from the Commission's 2014-2015 senior survey, 72% of seniors surveyed indicated their preference to remain in their current home.
- The 85-and-older Alaskan cohort is increasing at a rapid pace. These seniors are generally frail, at risk for developing Alzheimer's disease and related dementias (ARD), and are the most likely to depend on home- and community-based and long-term support services.

## 2016 Anchorage Transit Talks

In 2016, Jarrett Walker and Associates led Anchorage Talks Transit to redesign the People Mover system. Over the course of six months of public outreach events and activities, a wide public and stakeholder audience was led through discussion on two key questions regarding the system: 1) How important is maximizing ridership within the Municipality's fixed budget?, and 2) How much transit is right for Anchorage? Key insights that were revealed throughout this process that should be considered for the CHSTP include:

- The needs assessment conducted in this report reviewed populations experiencing poverty, median household income, ethnicity, and the density of youth and senior populations. Populations with disabilities were not evaluated.
- Throughout the outreach process and workshops, the public:
  - Favored higher ridership over geographic coverage;
  - Favored a network of fewer routes, but more frequent services over;
  - Favored service design that prioritized shorter waits at bus stops over shorter walks; and
  - Favored expanding evening and weekend service.
- The report noted that outcomes associated with a higher-ridership concepts include:
  - Increases in ridership;
  - More people can reach more opportunities;
  - Larger areas are unserved;
  - The number of people and jobs on the frequent network increases;
  - The number of places where transit-oriented development can be supported is increased;
  - The network is simpler.

Of note, the outreach campaign results and transit systems concepts outlined in this report were handed off to People Mover staff to finalize the implementation concept and conduct final public review. The final system concept was approved by the Mayor. The system implemented on October 23<sup>rd</sup> is an adaptation of the original concepts presented.

## 2015 Providence Anchorage Community Health Needs Assessment

Providence Alaska Medical Center, the Anchorage Department of Health & Human service United Way Anchorage, Anchorage Neighborhood Health Center, and the Catholic Social Services conducted a community health needs assessment in 2015 to better understand the needs and health issues facing the Anchorage community. These findings help guide community benefit investment funds. The assessment found four health-related priorities: Poverty, Healthy behaviors, substance abuse, and access to affordable care. Programs that provide community support for these issues related to human services transportation, namely poverty, substance abuse, and access to affordable care include:

- Poverty:
  - Providence Nurse Family Partnership: Provides support services to first-time low-income mothers;
  - Alaska Literacy Project: Provides peer language navigators and health literacy support for community members;
  - Covenant House: Provides comprehensive services for homeless teens;
  - Catholic Social Services: A variety of services to vulnerable populations; namely homeless groups;

- NeighborWorks: Provides affordable rental housing and support to low-income individuals and families.
- Substance abuse/behavioral health:
  - Providence Psychiatric Emergency Department: Provides 24/7 acute psychiatric and substance abuse care;
  - Providence Breakthrough program: Provides chemical dependency programs;
  - Provide Crisis Recovery Center: Stabilizes acute psychiatric symptoms of those in crisis;
  - Recover Alaska: Works with community partners to reduce harm caused by excessive alcohol consumption.
- Access to affordable care:
  - Providence Senior Care Clinic: Provides primary care for seniors;
  - Providence Infusion Therapy program: Provides infusion therapy to the underinsured and uninsured;
  - Anchorage Neighborhood Health Center: Provides primary care, dental, and behavioral health services to low-income populations;
  - Stone Soup Group: Provides information, support, training, and care coordination for families with children with special needs;
  - Anchorage School-Based Health Clinics: Provides primary care for two diverse, low-income neighborhood schools.
  - Anchorage Project Access: Coordinated volunteer network of health care providers to deliver care to those low-income and vulnerable populations.

This programs and organizations should be considered moving forward with the 2018 update as potential travel destinations, transportation providers, and partners.

## 2014 AMATS Onboard Origin-Destination Study

AMATS and RSG conducted an on-board travel survey of travelers using People Mover, Share-A-Ride vanpool, and AnchorRIDES to better understand ridership. The effort sampled 10% of weekday boardings at various times of day and 5% of weekend boardings.

Findings to keep in consideration for the development of the CHSTP update include:

- Rider profile characteristics include:
  - 3% of rider respondents were over the age of 65;
  - 30% of weekday rider respondents make less than \$10,000 annually;
  - 46% of rider respondents are employed full-time;
  - 24% of rider respondents are students;
  - 58% of rider respondents have no vehicle;
  - 62% of rider respondents do not have a valid driver's license;
  - 94% of respondents walked to and from the bus stop, with an average walk time of about five minutes;
  - 10% of rider respondent trip purposes were to medical destinations.

These results are reflective of the ridership population before the People Mover system redesign in October 2017.

## 2010 Anchorage Bicycle Plan

The Anchorage Bicycle plan was developed to be consistent with the values identified in the Anchorage 2020 Comprehensive plan. The plan provides a blueprint for the expansion of the bike network to meet the needs of those who wished to cycle in Anchorage. Currently, an Anchorage Non-Motorized Plan is being developed which should be coordinated with for the development of the 2018 CHSTP update, but there are several issues and recommendations that still hold value to this process. Deficiencies in bicycle service include:

- Major gaps in the bicycle network;
- Pathways that are separated from the road network that create operational and safety issues;
- Facilities designated as bike lanes that do not meet current guidelines; and
- Lack of signage that alert cyclists and motorists of bike routes.

The plan also identified challenges of bike route maintenance in a winter city. Since the responsibility of maintenance crews is to clear the roadways first, shoulders and bike lanes often end up as snow storage locations. After the snow melts, there is approximately 30,000 tons of sand left on roadways which provides new challenges for people biking.

The plan first prioritized projects to increase safety along core/collision locations, and then projects to fill gaps in the bike network.

## 2007 Anchorage Pedestrian Plan

The 2009 CHSTP had little to no content related to those who travel by foot to access human service destinations. This was a significant comment throughout the kick-off week events for the 2018 CHSTP update. While the 2007 Anchorage Pedestrian Plan was developed before the 2009 CHSTP, it provides a snapshot of the issues and discussion around pedestrian needs at that time, and can be used as a launching point to better understand needs today. Key policies and action items identified in the 2007 pedestrian plan that may relate to the 2018 CHSTP update include:

- **Policy 1.2.** Improve and expand year-round maintenance of pedestrian facilities
  - Review Anchorage Municipal Code to potentially include removal of snow from sidewalks and/or pathways along some streets.
  - Analyze staff needs to enforce snow and ice clearing removal in all areas as required by the AMC.
  - Review and make recommendations on improving year-round maintenance for pedestrian facilities.
  - Aggressively seek grants and funding to purchase more sidewalk snow removal equipment and hire staff to operate the equipment.
- **Policy 2.2** Design streetscapes to be compatible with winter city standards and the ADA and meet all current guidelines.
  - Identify and implement winter city design standards and update the *Design Criteria Manual* and Title 21 to include elements that encourage four-season, all-weather pedestrian activity, such as heated sidewalks, canopies, overhead shelters, solar exposure, and building height setback.

- Separate sidewalks from road travel lanes where possible and appropriate to increase pedestrian safety and comfort and provide space for snow storage.
- **Policy 4.3** Improve pedestrian access to school and transit facilities and bus stops.
  - Review transit routes and identify locations where crosswalk improvements are needed at transit stops that are heavily used.

Table 1. Summary of Plan Reviews

Document	Date	Status	Relevance to Coordinated Plan
Alaska 211 Annual Report	January 2018	n/a	Identifies need. Stakeholder and potential partner moving forward.
Alaska Community and Public Transportation Advisory Board	August 2017	DHSS has started to implement actions pertinent to their department.	Includes recommendations, language, and tools relevant to CHSTP.
Anchorage 2040 Land Use Plan	June 2017	n/a	Identifies land use patterns that will prescribe development patterns in the future.
Alaska Common Ground Event Series Recommendations	April 2017	n/a	Considerations for outreach and CHSTP recommendations.
Metropolitan 2040 Transportation Plan	March 2017	Currently evaluating MTP issues and alternatives.	Consideration for identifying coinciding goals and strategies for coordination.
Alaska Commission on Aging Annual Report	December 2016	n/a	Includes information regarding senior populations.
Anchorage Transit Talks	October 2016	Implemented an adaptation of a high-ridership concept October 23 <sup>rd</sup> , 2017.	Shaped the current transit system.
Providence Anchorage Community Health Needs Assessment	December 2015	n/a	Identifies need. Identifies stakeholders and potential partners moving forward.
AMATS Onboard Origin-Destination Study	December 2014	n/a	Ridership information reflective of the People Mover before system redesign
Anchorage Bicycle Plan	March 2010	n/a	Identifies issues and strategies to address barriers faced by those who bike.



## Appendix B. 2009 Coordinated Human Services Plan Progress Report

Goal	Progress
<b>Goal 1: Enhance Mobility Management activities to improve coordination between the Municipality, non-profit agencies, and for-profit companies in providing human service transportation in Anchorage. Utilize FTA 5317- New Freedom Program to fund Mobility Manager position.</b>	
<b>1.1</b> Hire a qualified Mobility Manager to lead implementation of coordination efforts.	A mobility manager was hired in July 2009 at Transit. When 5317 funds disappeared the mobility manager was unfunded and the department relied on its 5303 funding for a short period of time. AMATS created a new position and the mobility manager applied and was hired. The mobility manager took several projects over to AMATS including the Coordinated Plan Update and <a href="http://www.linkak.org">www.linkak.org</a> .
<b>1.2</b> Utilize position to gather data and plan more efficient usage of existing human service vehicles, employees, services, facilities, and technologies	
<b>1.3</b> Establish a working group to create and follow-up on major goals and timeframes.	Working group meetings were held regularly until Job Access Reverse Commute funds and New Freedom funding was repealed in 2012. Between 2010 and 2014 the group met 14 times. The planning processes around the People Mover restructure and 2040 Metropolitan Transportation Plan have led to new groups forming to talk about items related to human services transportation.
<b>Goal 2: Improve inter-agency and public communication to increase awareness and ridership of public transportation and coordinated human service transportation.</b>	
<b>2.1</b> Strengthen and increase number of inter-agency relationships.	Relationships have been strengthened between the Planning and Transit departments.
<b>2.2</b> Assemble a brochure/DVD for each transportation provider and distribute it to the public.	Instructional brochures and DVD's on coordinated transportation services were created in 2011. However, these materials are now out of date.
<b>2.3</b> Use Internet technology to improve access to transportation information.	Transportation information has been and continues to be shared through online media channels like quarterly newsletters, Twitter, and Facebook. Sixteen quarterly newsletters were released. The People Mover website

	was also redesigned.
<b>2.4</b> Establish a user forum to identify and address transit and mobility issues.	The long-standing Public Transit Advisory Board, meets monthly to discuss issues that relate to the long term planning of a balanced public transportation system within Anchorage.
<b>2.5</b> Create DVD to educate potential passengers on how to use fixed route buses.	Instructional brochures and DVD's on how to ride the bus were created in 2011. However, these materials are now out of date.
<b>2.6</b> Participate in municipal planning activities to maintain transit presence on new projects.	Agencies involved with the 2009 CHSTP have continued to keep transit part of the planning conversation in new planning activities. In 2012-13, AMATS overhauled the TIP Criteria and projects improving access to transit. The 2040 Land Use Plan Update has a strong TOD focus and Transit Corridor emphasis.
<b>2.7</b> Promote employer sponsored transit benefits	The Employee Program offered through People Mover connected employees with bus passes and transit tax benefits. The program was shelved in 2015 when the program coordinator retired, but is slated to be resurrected in 2018/19 through LinkAK.
<b>2.8</b> Promote the use of 211 and encourage stakeholders to maintain up-to-date information	Some information related to transportation services has continued to be updated through 2017.
<b>Goal 3: Utilize existing resources fully and seek new funding sources to expand and improve transportation services within Anchorage.</b>	
<b>3.1</b> Maintain and expand People Mover fixed route service.	The People Mover network has evolved significantly over the past nine years. Eagle River service was reduced in 2010. Route 45G was discontinued and Route 8 was restructured in 2011. Ridership declined from 2009 to 2017. The entire system was redesigned in October of 2017, which added more frequent routes, but removed some neighborhood routes.
<b>3.2</b> Maintain and expand AnchorRIDES paratransit and coordinated transportation.	AnchorRIDES experienced some decline in ridership when the Foster Grandparent Agency closed and stopped funding rides. The effects of the People Mover

	changes on ADA coverage are uncertain.
<b>3.3</b> Maintain and expand Share-A-Ride program.	The Share-A-Ride vanpool program increased in 2011 and currently has 63 active vans. In 2012, the Commute Wisely campaign won a Prism award for its marketing efforts about Share-A-Ride. The campaign contributed to a 3% increase in ridership that summer.
<b>3.4</b> Increase service on holidays, weekends, early morning, and late night.	Holiday service was cut in 2010. Assembly later reinstated service for the day after Thanksgiving and Veterans Day that year.
<b>3.5</b> Increase travel training services targeting vulnerable populations, job access and at-risk youth.	People Mover has a well established Travel Training program offering free instruction on independently navigating the bus system.
<b>3.6</b> Increase and improve communications with riders on route changes, detours, and opportunities for public involvement.	The Anchorage Public Transportation Department has employed social media, FlashAlert, BusTracker, <a href="http://www.peoplemover.org">www.peoplemover.org</a> , and constant contact to improve communications.
<b>3.7</b> Research and submit grants for funding including from non-traditional resources.	Between 2009 and 2014, \$7,575,771 in grants were acquired. Since 2014, MAP-21 discretionary funding has been cut and there have been limited funding opportunities through the FTA.
<b>3.8</b> Utilize 211 and/or create a shared database for all agencies to use as a reference when assisting consumers.	No progress identified in relation to this plan.
<b>3.9</b> Update this plan on an annual basis and share updates with working group members.	No progress identified in relation to this plan.
<b>3.10</b> Advocate to Alaska Legislators for coordinated transportation.	No progress identified in relation to this plan.
<b>3.11</b> Increase training opportunities for transportation providers.	No progress identified in relation to this plan.
<b>3.12</b> Establish a shared and pooled vehicle program.	No progress identified in relation to this plan.
<b>3.13</b> Coordinate bulk purchases of fuel.	No progress identified in relation to this plan.

<b>3.14</b> Coordinate insurance pool.	No progress identified in relation to this plan.
<b>3.15</b> improve accessibility at bus stops and major origin/destination sites.	As of December 2017, 83% of bus stops meeting ADA accessibility standards.
<b>Goal 4: Expand services while eliminating gaps in service.</b>	
Provide transportation for youth services	No progress identified
Increase transportation service on bases and establish a transportation link between military installations and public transportation	The Y on Wheels program helps ensure families within the military installation have access to all the services within the base. They provide door-to-door van service to errands, appointments, and recreational activities for \$1 a ride.
Implement a new service for individuals who need extra assistance such as Transit Ambassadors or Bus Buddies.	Goal tabled due to lack of interest.
Provide more People Mover routes with increased frequency and service area	The entire People Mover system was redesigned in October of 2017. This change which added more frequent routes, but removed some neighborhood routes.
Increase the number of Americans with Disabilities Act (ADA) accessible vehicles including taxicabs, vans, and hospitality shuttles.	In 2017 the Anchorage Assembly passed an overhaul of city taxi regulations to increase the number of cabs on the road. Five new wheelchair accessible cab permits were released.
Add to eligible senior trip purposes on AnchorRIDES.	No progress identified in relation to this plan.
Establish same day service for AnchorRides within Anchorage.	Goal tabled.
<b>Goal 5: Establish Transportation Service to Underserved and Outlying Areas.</b>	
<b>5.1</b> Preserve and expand existing partnerships and coordination between People Mover and other transportation providers such as MASCOT	MASCOT stopped providing service to Anchorage in 2010. Valley Mover began providing commuter service in 2010. Valley Mover/MASCOT merged in 2017 to form Valley Transit and coordinates now with the People Mover schedule.
<b>5.2</b> Increase involvement with medical facilities	No progress identified in relation to this plan.

<b>5.3</b> Establish service between Sand Lake, the Hillside, Eklutna, and Girdwood.	No progress identified in relation to this plan.
<b>5.4</b> Incorporate coordinated transportation in the MOA with the development of the Regional Transit Authority (RTA). Assist commuters to complete their trip once they arrive in the MOA.	No progress identified in relation to this plan.
<b>5.6</b> Expand partnerships between transportation stakeholders to increase transportation options to vulnerable populations and increase shared resources	No progress identified in relation to this plan.
<b>Goal 6: Improve Safety.</b>	
<b>6.1</b> Establish a Safety and Security Plan for the Public Transportation Department	No progress identified in relation to this plan.
<b>6.2</b> Increase maintenance of the pedestrian facilities at and near bus stops.	As of December 2017, 83% of bus stops meet ADA accessibility standards. Notable improvements include stops at the Museum, Muldoon, UMED District, and Dimond Center.
<b>6.3</b> All local transportation providers actively provide information and participate in the Emergency Management Plan	No progress identified in relation to this plan.
<b>6.4</b> Improve safety at transit centers and bus stops.	No progress identified in relation to this plan.
<b>Goal 7: Incorporate new technology and capital to improve existing mobility options and serve more people.</b>	
<b>7.1</b> Provide an AnchorRIDES Interactive Voice Response (IVR) system.	The IVR system was most recently updated in 2015.
<b>7.2</b> Eliminate bus passes and replace them with Smart Cards or Magnetic Cards.	In December of 2017, People Mover implemented the People Mover mTicket App, enabling riders to purchase and hold tickets on smartphones.

## Appendix C. Engagement and Outreach Summary

## Public Outreach Appendix

### AMATS Coordinated Human Services Transportation Plan

Event	Summary	Attendee Count
<b>City Leader Meeting</b> <i>Monday, March 5th, 1-2p</i> <i>Planning and Permitting Center</i>	Stakeholders from various Municipality departments and planning entities discussed strengths, weaknesses, opportunities, and barriers regarding transportation coordination within Anchorage.	15
<b>Transportation Provider Meeting</b> <i>Tuesday, March 6th, 1:30-3p</i> <i>Planning and Permitting Center</i>	Stakeholders from People Mover, AnchorRIDES, the school district, Enterprise Vanpool, and a non-emergency medical transportation provider envisioned what a top performing coordinated transportation system looked like to them and how Anchorage can get there.	6
<b>Open House #1</b> <i>Tuesday, March 6th, 5:30-7:30p</i> <i>Mountain View Public Library</i>	Members of the public were invited to review and provide feedback on progress made on the goals and objectives of the 2009 plan and transportation trends to consider in the development of the 2018 update.	13
<b>Open House #2</b> <i>Wednesday, March 7th, 11a-1p</i> <i>Loussac Public Library</i>	See above.	10
<b>Community Organization Meeting</b> <i>Thursday March 8th, 8:30-10:30a</i> <i>ACCESS Alaska</i>	Stakeholders from various organizations that work with people with limited mobility options discussed current issues facing those with limited mobility options, potential solutions, and how they will be involved in the development of the 2018 update moving forward.	11
<b>Limited English Proficiency Focus Group</b> <i>Wednesday August 1st, 10:30a-12p</i> <i>Alaska Literacy Project</i>	Focus group to learn about the transportation experience, needs and challenges of those with limited English proficiency. Spanish, Korean and Arabic translators assisted in providing translation services for the discussion and interactive audience polling.	8
<b>Midtown Job Center In-Person Surveys</b> <i>Thursday September 13th, 11:30a-1:30p</i> <i>Midtown Job Center</i>	Administered in-person survey using Survey Monkey to learn about the transportation experience, needs and challenges of job seekers in Anchorage.	14

<b>AMATS Technical Advisory Committee (TAC)</b> <i>Thursday September 13th, 3:00p</i> <i>Planning and Permitting Center</i>	Presentation provided to members of the AMATS TAC which detailed the project background, an update on outreach and engagement, plan goals, next steps and project schedule.	Regularly scheduled public meeting.  TAC Members + assorted public and audience members.
<b>AMATS Working Group Meeting</b> <i>Monday September 17<sup>th</sup>, 9-11:30a</i> <i>Planning and Permitting Center</i>	Presentation provided to members of the AMATS Working Group which detailed the project background, an update on outreach and engagement and included a discussion of the vision, priorities and action steps for the plan.	11
<b>AMATS Policy Committee (PC)</b> <i>Thursday September 20th, 2:30-3:30p</i> <i>Planning and Permitting Center</i>	Presentation provided to members of the AMATS PC which detailed the project background, an update on outreach and engagement, vision, priorities and plan actions and the next steps and schedule for the plan.	Regularly scheduled public meeting.  PC Members + assorted public and audience members.
<b>TBD: AMATS Working Group Meeting</b> <i>December 2018</i>	The planning team will share the full draft plan with the working group for discussion and input. To be scheduled.	TBD
<b>TBD: Final presentations in January 2019 to</b> <ul style="list-style-type: none"> <li>• <b>AMATS Technical Advisory Committee</b></li> <li>• <b>AMATSPolicy Committee</b></li> </ul>	The project team will present the plan to both the TAC + PC for approval.	TBD
<b>Total: ~ 100</b>		



## Kick-Off Week (March 5<sup>th</sup>-8<sup>th</sup>, 2018) Event Summary

The project team held five kick-off events during the external kick-off week, March 5<sup>th</sup>-8<sup>th</sup>, that convened a diverse group of stakeholders including users, city decision-makers, transportation providers, to discuss the coordinated human services transportation plan. The events were: City Leader Meeting, Transportation Provider Meeting, Open Houses #1 and #2 and Community Organization Meeting.

### **Kick-Off Week Outcomes**

- The group convened for the community organization meeting accepted the role and duties of the advisory working group required for the development of the coordinated plan.
- Transportation providers who participated in any events were introduced to the transportation provider assessment survey. Contacts were established to identify and reach out to providers who did not participate.

### **Key Themes**

#### **1. Changes to the People Mover routes and stops have impacted daily life for people with limited travel options.**

The People Mover redesign in October 2017 shifted the delivery of the transit system to one that focuses on maximizing ridership through fewer routes along major corridors that receive service more frequently. This approach, in comparison to one that promotes greater coverage through more neighborhood routes, has left some groups with less access to destinations and services than before. Additionally, this approach does not consider the consequences of trading greater frequency along central routes for greater distances to walk to a stop within the context of a city with a significant winter season and limited snow clearance systems.

Conversations at the open houses centered around the loss of access to destinations as a result of the People Mover redesign. The loss of the 36 bus line that connected the University/Medical District, Midtown, Turnagain, and Downtown was a major complaint. Attendees also noted changes in the routes meant some were forced to leave work earlier to make it to the bus before it was dark.

Users trying to access healthcare destinations via the People Mover, either for care or employment, meet barriers as well. Medicaid patients traveling into the city from outlying areas have limited options to reach affordable lodging options during their stay for medical appointments. Low-income health care workers that need to arrive to work in the early morning or late at night don't have transit options that work for them.

Due to how new the redesign is, there is still low awareness, both among users and bus drivers, about destinations along new routes. There are also few options to learn about the changes to the system if someone does not have access to the internet.

#### **2. People walking or rolling to destinations need to be considered in coordinated planning efforts.**

Throughout stakeholder meetings and open house conversations there was consistent note about the lack of consideration of travel needs of those walking or rolling in the 2009 CHSTP. Since then, there is a greater focus of pedestrian planning and advocacy in Anchorage. The ability to walk or roll safely to a destination or bus stop was identified as a key aspect of successful coordinated transportation plan, as well as an important strategy for supporting the aging population in Anchorage.

Poor sidewalk snow maintenance was identified as a major barrier for people with limited mobility attempting to access bus stops. Several conversations recounted tales of wheelchairs or motorized scooters being forced out into traffic lanes for travel or tipping over due sidewalk snow.

### **3. There is new energy and identified need for collaboration between organizations that provide transportation.**

Several organizations have hired new positions who attended various outreach events. These new staff see the value and necessity in coordinating efforts around transportation and serving those with limited mobility options. Limited funding pools are encouraging creative thought to identify ways to leverage resources between both private and public entities. Staff at Medicaid are interested in finding new ways to reduce costs of NEMT travel by making public transit a more feasible option for patients, in particular Medicaid recipients that are traveling into Anchorage from rural communities that need to get to appointments and accommodations when they arrive. Providers are interested in building relationships to find opportunities to share riders, establish data standards, and develop joint applications for funding.

Several transportation-oriented planning efforts that are now concurrently underway in Anchorage have staff that see the need and opportunity to collaborate on outreach and development efforts. This is motivated by both the possibility of improving plan outcomes, as well as avoiding participation fatigue among the public.

### **4. Anchorage needs transportation planning that accounts for the conditions and challenges of a Winter City.**

Conversations across all events affirmed the need to consider winter conditions in the development of the 2018 CHSTP update. Cold weather, icy sidewalks, and snow banks that block pathways impact people's ability, safety, and desire to use public transit and other modes of travel. Planning efforts in Anchorage should look to cities like Montreal, Missoula, Minneapolis, Bozeman, Whitehorse, and Madison to identify Winter City best practices.

## ***Desired Plan Outcomes***

### **1. Transportation systems that support and promote individual independence, freedom, and opportunity**

- Physically accessible (both geospatially and seasonally) transportation options for all consumers
- Affordable options for all consumers
- Reliable
- Safe

### **2. Creative and efficient use of funding for transportation systems**

- There are limited resources and a greater need than those resources can support
- There are a lot of people providing transportation, and approaching scarce resources with an abundance mindset can identify new ways to leverage

### **3. More collaboration between public and private agencies**

# Transportation Focus Group

AMATS Coordinated Human Services Transportation Plan



Transportation planners want to hear from you!

- How do you travel around Anchorage?
- How could transportation be better?

*Please join the meeting and share your experience and ideas.*

***We will have interpreters to help translate.***

**August 1<sup>st</sup>, 2018**

**10:30 – 12:00**

**at the**

**Alaska Literacy Project**

10 Anchorage Literacy Project students are invited to share their views and will receive a 25\$ visa gift card after the meeting

**There will be food + drink!**

**PLEASE SIGN UP! *Space for only 10 participants***

First + Last Name

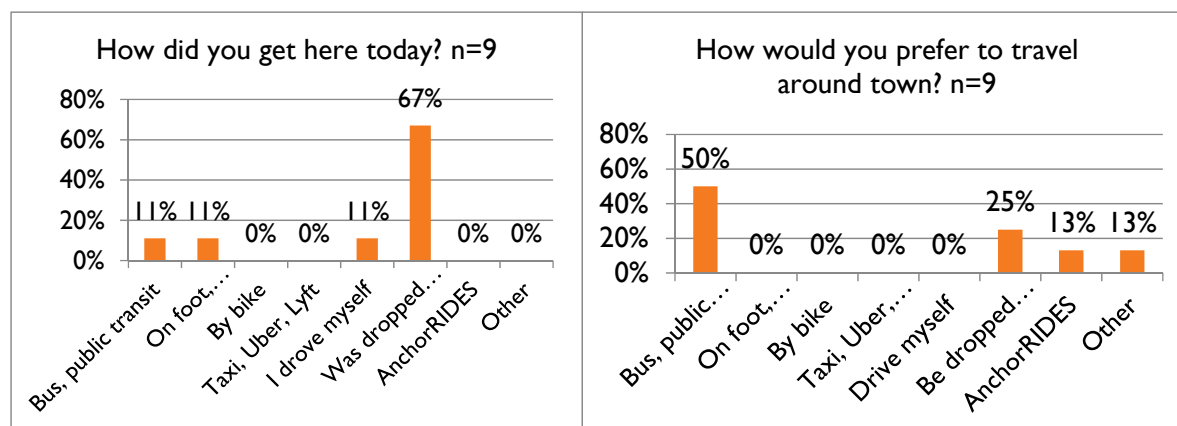
Primary Language Spoken


## Limited English Proficiency Focus Group, Wednesday August 1, 2018

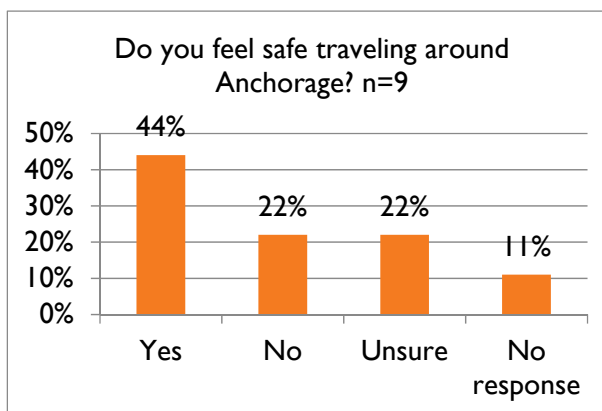
A limited English proficiency focus group was held at the Alaska Literacy Program. Attendees included four Spanish speakers, three Arabic speakers and one Korean speaker. Three interpreters from the Alaska Institute for Justice Language Interpreter Center provided interpretation services in Spanish, Arabic and Korean. The Alaska Literacy Program was provided a flyer to help promote to ALP students the opportunity to participate in a focus group about transportation and receive a \$25 visa gift card and lunch during the focus group. ALP staffed helped to sign up attendees and provided information to the project team about their primary language spoken so that interpretation services could be organized.

### Focus Group Results

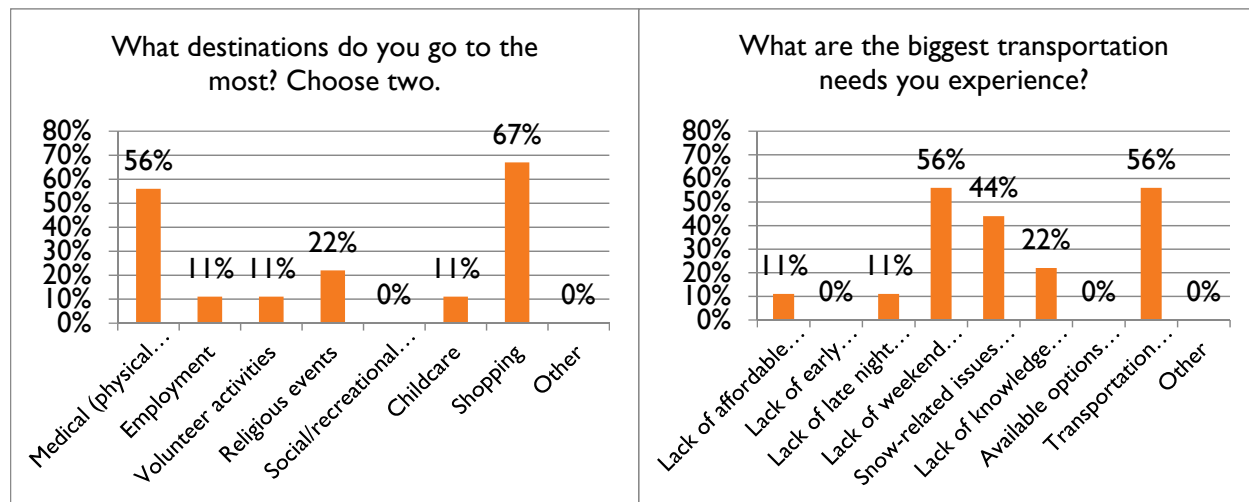
When asked how they traveled to the Alaska Literacy Project building, 67 percent of attendees identified that they were dropped off or driven by someone else. When asked if this is the same transportation method they use to get around in winter, 63 percent of respondents answered “yes” and 38 percent said “no” (n=8). Participants noted that in the winter or when the weather is bad, they do not want to wait an hour in the cold for a bus and that the benches at many bus stops do not have covering to protect from snow and wind. Fifty percent identified that they would prefer to take public transit to get around, citing independence as an important factor.



Forty-four percent of participants (four individuals) identified that they feel safe traveling around Anchorage, while 22 percent (two individuals) identified they did not feel safe. Participants identified that sidewalks and walking connectivity between bus stops and travel destinations are hazards due to lack of pedestrian oriented facilities. One participant noted that there are many homeless people on the buses or around bus stops, many of whom appear to be under the influence of substances and she does not feel safe traveling with her child, knowing she may encounter these individuals. Some participants noted that they do not feel safe because of the animals, such as moose, that they may encounter in the city and do not know how to respond.



Participants identified that shopping and medical appointments (physical health, behavioral health, dental) as their top destinations. Forty-four percent of participants identified that they would like to go more places in Anchorage, but they do not have the transportation to get there. When asked about transportation needs, lack of weekend service, lack of connectivity between transportation options and where people would like to go, and snow related issues on sidewalks were highlighted as the greatest needs.



Focus group participants identified they learn about transportation options from a wide variety of sources including the Internet, social media, informational flyers, friends and family and the newspaper or radio. During the discussion, participants identified the Internet as an important source of transportation information and also specifically identified Catholic Social Services as a resource for learning about transportation options.

### Key Themes

Individuals with limited English proficiency identified a preference for travelling by bus; however, they also noted numerous barriers to using public transportation services. Barriers are categorized into four primary areas of need:

- **Schedule:** Too infrequent, lack of services at certain times (particularly nights and weekends)
- **Routes:** Do not connect to where a person needs to go
- **Safety:** Long walks on unsafe pedestrian paths, or no path is available to get to bus stops
- **Bus stop infrastructure:** Uncovered, unclean, no snow removal, no benches

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*We are thankful for these kinds of forums so we can help not just ourselves, but our communities.*

*-Focus group participant*

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Also included in the summary notes is a letter that was provided to the project team from a volunteer at the Alaska Literacy Program. She learned of the focus group and was not able to attend; however, wanted to share thoughts and observations about transportation in Anchorage. The letter follows.

31 July 2018

To whom this may concern at People Mover,

My name is Jinia Sarkar, and I have had the pleasure of teaching in Anchorage this summer. I received grant money to create and teach a health literacy course at the Alaska Literacy Program (ALP). I originally grew up outside of Baltimore and am currently a student studying in Washington DC, so I am well versed in public transport for larger populations. With limitations in my funding and a desire to spend more money on my project, I travelled around the city on the People Mover.

My understanding is that the People Mover recently changed its transportation lines. While many people rely on their cars to travel, others expect the public transportation to be stable, reliable, and take them everywhere for a low cost. I have seen many bus riders confused by the bus lines, which both detracts from their travel experience and creates distrust in the public transportation system and local government. There should be full maps present at each of the bus stops alongside of the approximate bus arrival times. When I first arrived to Anchorage, the intersections of streets meant nothing to me without looking at Google Maps. Moreover, for people who may not be able to read or understand these signs, a map is a tool to understand their transportation capabilities. Maps should be more visible on the People Movers themselves, clearly outline popular locations with symbols (such as hospitals, downtown restaurants, and parks), and include appropriate translations to accommodate Anchorage's diverse population.

Additionally, I believe that People Mover must improve its bus driver training. Many families and individuals will travel on the bus to access medical care at the three main medical facilities present. The bus drivers should be able to provide route assistance to healthcare centers to the citizens, with consideration of cost and time. I once watched a father and his small daughter get off at a bus stop only to wait for another bus. As a person who was able to understand the bus system, I knew he could have easily walked to his hospital of choice for less time and money. The bus drivers should recognize the needs of riders, while being respectful. They are a direct representation of the municipality and should act accordingly.

As a teacher to English Language Learners and interim community member, I would like to see improvement in the People Mover transport system to best meet the demands of those who depend upon it the most. Thank you for your time and consideration.

Sincerely,  
Jinia Sarkar

# Anchorage Transportation Survey

Anchorage Metropolitan Area Transportation Solutions  
Coordinated Human Services Transportation Plan



Transportation  
planners want to  
hear from you!

- How do you travel around Anchorage?
- How could transportation be better?
- Does transportation impact your job search?

**September 13, 2018  
11:30a.m. – 1:30p.m.**

**Midtown Job Center  
Conference Room 104**

Share your experience and ideas.

Answer our transportation survey.

Snacks provided!

*After completing our survey,  
you will be entered in a  
drawing to win a \$50 visa gift  
card.*

*People Mover Day Pass for the first 10 participants!*

## Midtown Job Center – Jobseeker Survey, Thursday September 13, 2018

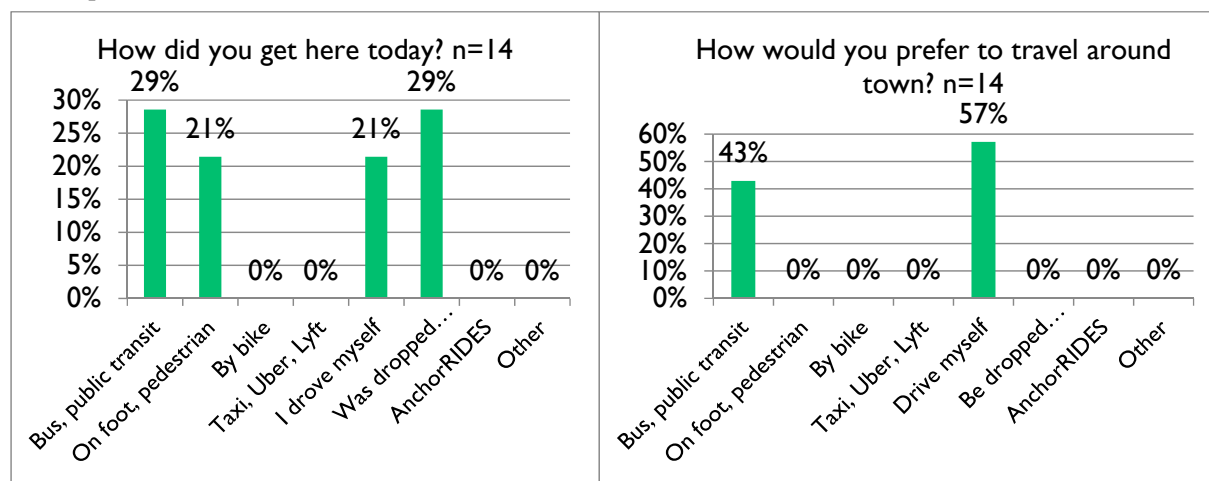
Two members of the Agnew::Beck team coordinated with the Midtown Job Center to reserve conference room space to conduct in-person surveys with jobseekers. Flyers were posted at the job center to notify jobseekers of the opportunity to participate. Snacks were provided to all participants. The first 10 participants received a People Mover day pass and all participants were entered a drawing for a \$50 VISA gift card. During a two-hour period, 14 jobseekers completed surveys. The surveys were administered verbally by Agnew::Beck staff to allow for discussion of answers in order to capture both qualitative and quantitative information.

### Demographics

Interviewees were asked a series of optional demographic questions. Of those that provided answers, 69 percent identified as single, 61 percent stated they have children, and 10 out of 11 respondents (91 percent) identified that their household income was less than \$30,000 a year. Respondents came from a variety of educational backgrounds with 50 percent of respondents having some college or a college degree. Participants were asked to identify an age range that they fit in to. Forty-five percent of participants were aged 45-54 and 27 percent were 55-64. The oldest participant was over 65 years old and the youngest was between 26 and 34 years old.

### Interview Results

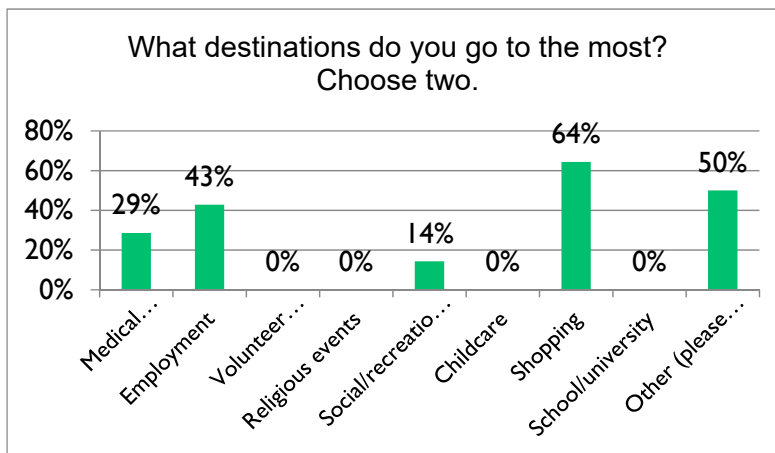
When asked how they traveled to the Midtown Job Center, 29 percent of attendees identified that they were dropped off or driven by someone else and 29 percent identified they took the bus or public transit. When asked if this is the same transportation method they use to get around in winter, 50 percent of respondents answered “yes” and 29 percent said “no” (n=14). Fifty-seven percent of respondents identified that they would prefer to drive themselves.



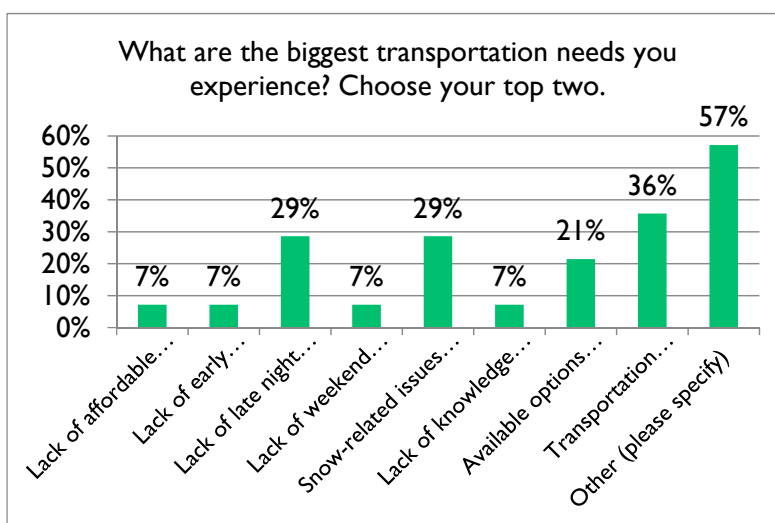
Sixty-four percent of participants (nine individuals) identified that they feel safe traveling around Anchorage, while 29 percent (four individuals) identified they did not feel safe. Seven percent (one individual) identified they were unsure.



Survey respondents identified shopping, employment and medical appointments as some of their top destinations. For those answering “other” the Dimond Center, Loussac Library and the Job Center were specified as top locations for travel. Seventy-one percent of respondents identified that they would like to go more places in Anchorage, but do not have the transportation to get there.



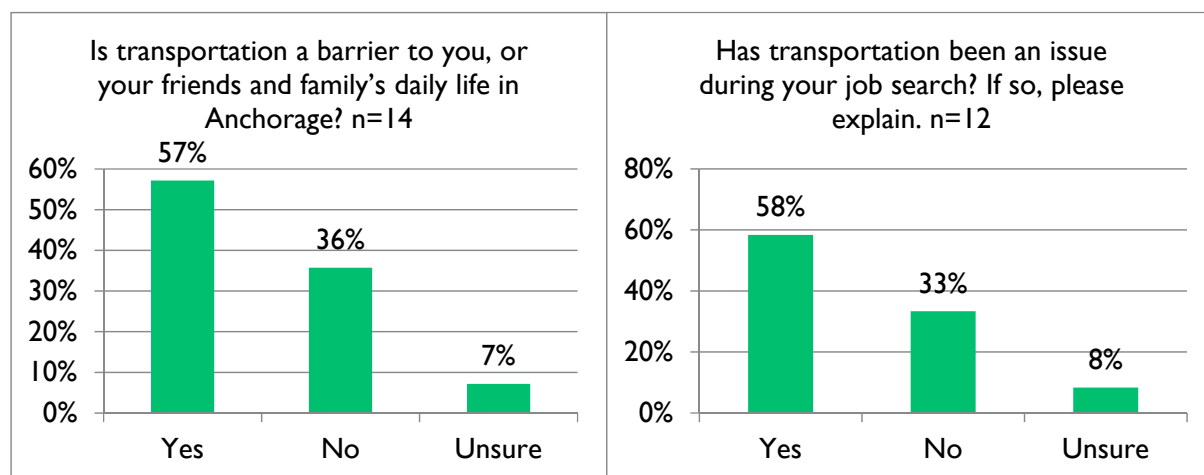
When asked about the greatest transportation needs they faced, job seekers identified lack of options to the destinations they want to go, lack of late-night service, snow-related issues and safety concerns. While numerous participants answered other, most “other” responses could be included in the other listed categories. Two respondents identified that they do not experience any barriers to transportation. Specific needs mentioned by respondents include:



service to Eagle River or the Mat-Su, snow and ice issues, lack of shelter from the weather, neighborhood safety, and buses not always stopping at designated stops or waiting to see if there are transfers from other busses arriving at the same time.

Participants identified that they learn about transportation options from a variety of sources including the Internet, social media, informational flyers, friends and family, and newspaper and radio announcements. Specific resources mentioned by jobseekers include: the People Mover guide (in print and online), BusTracker, Rideline and the Job Center.

For 57 percent of respondents, transportation was identified as a barrier in their life or the life of a friend or family member. Fifty-eight percent of respondents identified transportation as a barrier in their job search.



Interviewees were also asked to respond to a series of open-ended questions to further identify challenges, solutions and other thoughts people would like to share.

#### ***What sort of transportation challenges do you, your friends or family face?***

Safety and accessibility were highlighted as challenges by jobseekers. Related to safety, one participant shared that waking to the bus is “awful” due to poor pedestrian infrastructure and the perception that drivers do not like walkers. Other interviewees shared that people are drunk on the bus or get in to arguments and this does not feel safe to other riders. Another rider shared that icy streets and poor lighting are hazards in the winter time. Accessibility challenges include sidewalks not being cleared in the winter, affordability of the bus fare, timing of bus routes and buses not running when or where riders need it to. Two jobseekers pointed out that recent changes to the bus route made it harder for them to get where they need to go. Other interviewees shared that not having their own vehicle was the biggest challenge.

#### ***Do you have ideas for how to improve the transportation system in Anchorage?***

When asked about improvements, several respondents shared that they liked some of the recent changes, such as: not having to ride through neighborhoods, buses coming every 15 minutes and extended weekend services. However, interviewees also had suggestions for improvements including adding security staff to busses, using social media to get the word out about the bus system and bringing back parts of the route that were cut or add routes to help people get where they need to go. Additionally, interviewees shared that more evening and night schedules and ensuring timeliness of busses is needed. Bus stops were also a point for improvement. One rider shared that benches were removed at bus stops as a solution to homeless people hanging out at the stops, but this means that people have no place to sit when waiting for the bus. Adding bus shelters was also identified as an improvement that could be made to the transportation system. One participant shared additional infrastructure improvements they would like to see, including plowed sidewalks in the winter, more bike routes/lanes, pedestrian cross walks, and putting gravel on sidewalks to make walking safer for pedestrians when it is icy. Another participant shared that they would be interested in an

affordable option to rent a vehicle instead of having to take the bus and another shared that smaller vehicles with fewer people would be more comfortable and safer.

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*They moved a lot of places for people to sit as a solution to homelessness, but this is not a solution and now I have nowhere to sit when waiting for the bus.*  
*-Jobseeker Interviewee*

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***Do you have any other thoughts about transportation in Anchorage that you would like to share?***

A common theme amongst interviewees were complaints about other riders. Interviewees described other bus riders as “shady”, “drunk”, “drug addicts” and “questionable”. Two respondents shared that taxis are too expensive to be a viable option for transportation. Respondents shared they wished sanitation was better on the buses and expressed a need for sidewalk connectivity near bus routes. One rider shared that Sunday service is a problem, specifically identifying that if someone is working on a Sunday and their employer wants them to work late, they cannot because there is no service and further stated the “bus forces people into choices they might otherwise not make”. One interviewee shared a positive experience with the bus throughout the interview stating that he had newly arrived to Alaska and found the busses to be clean, efficient, staffed by fantastic people and has had an overall great experience getting around.

## AMATS Technical Advisory Committee (TAC)

On September 13, 2018, project team member Tanya Iden presented a project updated to the AMATS Technical Advisory Committee. The PowerPoint Presentation follows.



## Agenda

- Project Background
- Outreach
- Plan Goals
- Next Steps + Schedule



## Coordinated Human Services Transportation Plan

- Identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes
- Provides strategies to meet these needs
- Prioritizes strategies for funding and implementation



## CHSTP Requirements

- Public Participation
- Community Background
- Inventory of Resources
- Needs Assessment
- Gaps in Service
- Strategies



## Outreach

- 2018 Launch Events (March)
  - + City Leader Meeting
  - + Transportation Provider Meeting
  - + 2 Open Houses
  - + Community Organization Meeting
- Transportation Provider Survey (Summer)
- English Language Learners Focus Group (August)
- Midtown Job Center Outreach + Survey (September)

5

## Themes from the Outreach

- Changes to the People Mover routes and stops have impacted daily life for people with limited travel options.
- People walking or rolling to destinations need to be considered in coordinated planning efforts.



## Themes from the Outreach

- There is new energy and identified need for collaboration between organizations that provide transportation.
- Anchorage needs transportation planning that accounts for the conditions and challenges of a Winter City.

7

## Focus Group *at Alaska Literacy Program*

### Attendees

- 4 Spanish Speakers
- 3 Arabic Speakers
- 1 Korean Speaker
- 3 interpreters from the Alaska Institute for Justice Language Interpreter Center

### Themes

- Bus is preferred way to travel.  
Challenges faced:
  - + Too infrequent
  - + Bus stop infrastructure needs improvement: uncovered, unclean, no snow removal, no benches.
  - + Long walks on unsafe pedestrian paths (or no paths) to get to bus stops
- Biggest barriers
  - + Lack of service at certain times (night/weekend)
  - + Transportation options don't connect to where a person needs to go

8



## Focus Group Results

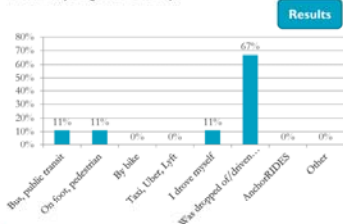
### Travel in Anchorage



How did you get here today?

1. Bus, public transit
2. On foot, pedestrian
3. By bike
4. Taxi, Uber, Lyft
5. I drove myself
6. Was dropped off/driven by someone else
7. AnchorRIDES
8. Other

How did you get here today?



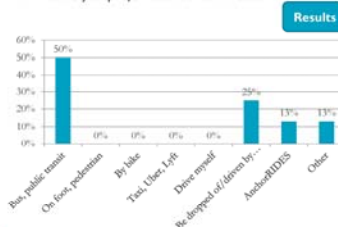
### Travel in Anchorage



How would you prefer to travel around town?

1. Bus, public transit
2. On foot, pedestrian
3. By bike
4. Taxi, Uber, Lyft
5. Drive myself
6. Be dropped off/driven by someone else
7. AnchorRIDES
8. Other

How would you prefer to travel around town?



## Transportation Provider Survey

- 20 organizations responded including public transit, nonemergency medical transportation, and social service agencies
- Themes
  - + Limited options for late night/weekend transportation
  - + Existing transportation options don't connect to destinations clients want to go
  - + Funding is the biggest barrier to coordinated efforts
  - + Interest among providers to coordinate joint funding approaches, shared vehicle maintenance strategies, and development of educational resources

## Plan Goals

### *The direction we're heading*

- Improve Mobility Options
  - + *Transportation systems that support and promote individuals independence, freedom, and opportunity.*
- Optimize Funding
  - + *Creative and efficient use of funding for transportation systems.*
- Improve Collaboration
  - + *Public and private agencies that work together to support an efficient and effective transportation system.*

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## Next Steps

- Meet with Working Group of Community Organizations on September 17
- Brief AMATS PAC on September 27
- October: Public Review of Draft Plan
- November: reconvene Community Organization WG for input on Final
- December: Approval by TAC (Thurs. 6<sup>th</sup>) and PAC (Thurs. 20<sup>th</sup>)



## AMATS Working Group Meeting

September 17, 2018

9:00-10:30 a.m.

MOA Planning & Permitting Center, Planning Conference Room 170, 4700 Elmore Rd.

### Participants

11 people attended the work group meeting held on September 17, 2018. The following individuals were present:

Name and Organization
Patrick Reinhart, Governor's Council on Disabilities + Special Education
Liam Salter, Southcentral Foundation
John Kern, AK Mobility Coalition
Karla Wright, Aging + Disability Resource Center
Catherin Curtis, United Way
David Newman, State ADA Coordinator
Rashaud Joseph, DOT Civil Rights Office
Jamie M. Action, MOA Public Transportation
Craig H. Lyon, AMATS
Tanya Iden, Agnew::Beck
Heidi Guenin, Gridworks

*{Unable to Attend: Doug White – Access Alaska, Heidi Frost – SILC, Dave Fleurant - Disability Law Center, Thomas Azzarella – AK After School Network, David Barton - NW ADA Center, Britteny Howell - Hope Community Resources, Dave Mayo Kiely - Anchorage School District, Kelda Barstad – Alaska Mental Health Trust}*

### Welcome + Introductions

Tanya Iden from Agnew::Beck welcomed the attendees and thanked them for their participation. The group self-introduced.

### Presentation

Tanya Iden and Heidi Guenin walked the group through a presentation re-capping the project background, sharing results of the outreach, and introducing the primary priorities and actions for the plan. ***The PPT is attached.***

### Plan Priorities + Actions

As the key components of the plan were discussed the meeting attendees offered the following input.

#### Priority 1. Working together as a community.

The primary action under this priority is to create a human services transportation coordinating committee (Action 1.1) Attendees were asked their thoughts about convening a committee.

- I will sign on to help anyone get around the community. The bus is the key part.

- Currently the Public Transit Advisory Board has three vacancies. As an initial effort we should work to get three voices from the disability and senior community on that committee. The PTAB is already established. It meets once a month.
- I think this is a good idea. I wish there were more people involved.
- I can't sign on to being on the workgroup to implement a plan if I don't know the details of the plan. I need more information about the plan's specifics.
- I have attended a Fairbanks meeting of the on-going coordinating committee and Juneau has had this in the past too. This gives people the voice.
- I think it's a good idea. I'd need to take this to people in charge at my organization to see how we can have a voice.
- AMATS has 4 advisory committees to the policy committee. Only the TAC is in our operating agreement. It's challenging to keep people on our committees.
- Looking at the Mat Su's coordinated transportation planning effort - it is led by a non-profit. It's hard to have a provider (Transit/AMATS) leading a charge. I would really like to see the Human Service/non-profit side lead the charge.
- Committee is a must have – to develop and implement the plan you would need the service organizations – DOT has an ADA committee.
- The committee is needed so that DOT/Feds can share funding opportunities with the local jurisdiction.

The attendees were asked to provide direction on the level of specificity they would like to see in the plan.

- Plans that I see have the most success include a clear implementation plan - something specific written down.
- Implementation pieces are huge. Clear steps

On attendee offered support for Action 1.2 – data and analysis – Without understanding what's out there, what the issues are, where things are at it's hard to know where to go. We will need to ensure that the public can see the information.

### ***Priority 2. Planning + building an inclusive transportation network.***

It was shared that People Mover is embarking on a short-range plan which will can help address Action 2.1 – Develop People Mover and Anchor Rides transit investment priorities and service enhancement plan.

### ***Priority 3. Grow + share funding for human services transportation.***

There was robust conversation about funding challenges and what resources might be available to support Human Services Transportation.

- The Mental Health Trust has money available for mobility management – and the primary beneficiaries must be Trust folks.
- Right now, we have an opportunity to get funding from AMHTA. But we'll be competing against each other.
- I didn't realize human services coordination would not sit with the City. Is there funding available to support the on-going process?
- Muni is in budget season. Transit has not been asked to reduce their budget.

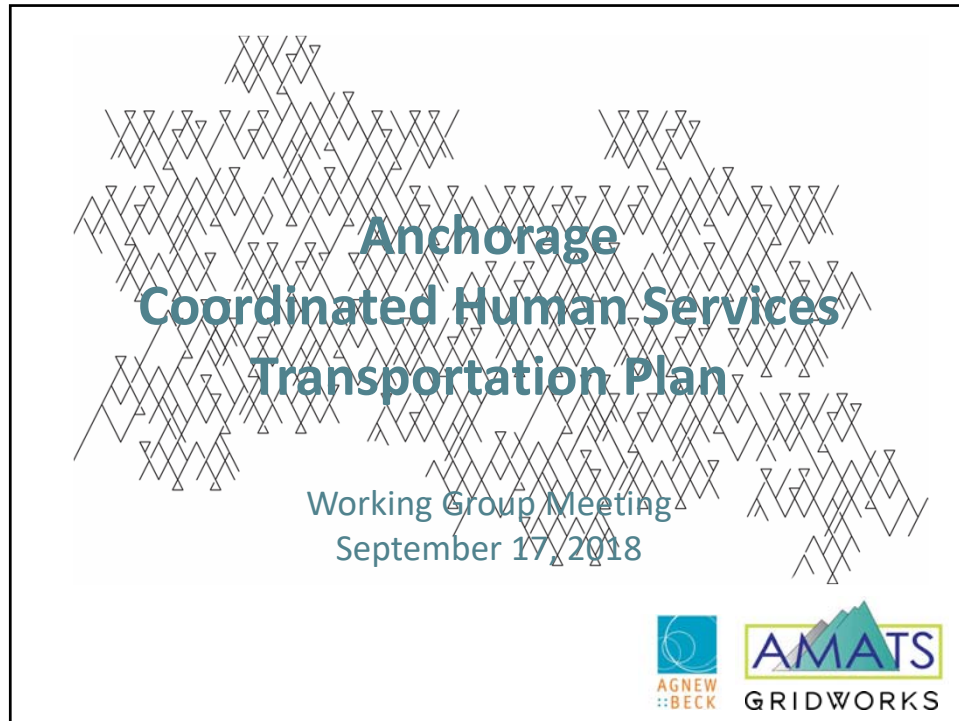
- There is a grant opportunity at the moment - federal demonstration funds to support an 18 month effort, they will award 15 grants, likely the grants will be about ½ million dollars each. We're looking at that to see if there is an application we can do. Provide Medicaid transportation services. Requires a match of 20%.
- People Mover, AnchorRides – then there is everything else. In 25 years of working together we've not gotten two non-profits to work together. Beside People Mover and Anchor rides- what kind of voucher program can you develop to help people get around this community? Everything else is super challenging to get off the ground. I'd like to see a Voucher program.
- In other areas where we have collaborated to endeavor to make change – the issue has been funding and how to sustain it as we get underway.

***What's missing from the plan?***

- Youth aspect – we also need to coordinate services for economically disadvantaged underrepresented kids.

## AMATS Policy Committee (PC)

On September 20, 2018, project team member Tanya Iden presented a project updated to the AMATS Policy Committee. The PowerPoint Presentation follows.



## Agenda

- Project Background
- Outreach
- Vision + Priorities
- Actions
- Next Steps + Schedule



## Coordinated Human Services Transportation Plan

- Identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes
- Provides strategies to meet these needs
- Prioritizes strategies for funding and implementation
- Required for 5310 \$

*Enhanced Mobility for Seniors & Individuals with Disabilities*



## Outreach

- 2018 Launch Events (March)
  - + City Leader Meeting
  - + Transportation Provider Meeting
  - + 2 Open Houses
  - + Community Organization Meeting
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- English Language Learners Focus Group (August)
- Midtown Job Center Outreach + Survey (September)



## Themes from the Outreach

- Changes to the People Mover routes and stops have impacted daily life for people with limited travel options.
- People walking or rolling to destinations need to be considered in coordinated planning efforts.



## Themes from the Outreach

- There is new energy and identified need for collaboration between organizations that provide transportation.
- Anchorage needs transportation planning that accounts for the conditions and challenges of a Winter City.



## Focus Group *at Alaska Literacy Program*

### Attendees

- 4 Spanish Speakers
- 3 Arabic Speakers
- 1 Korean Speaker
- 3 interpreters from the Alaska Institute for Justice Language Interpreter Center

### Themes

- Bus is preferred way to travel.  
Challenges faced:
  - + Too infrequent
  - + Bus stop infrastructure needs improvement: uncovered, unclean, no snow removal, no benches.
  - + Long walks on unsafe pedestrian paths (or no paths) to get to bus stops
- Biggest barriers
  - + Lack of service at certain times (night/weekend)
  - + Transportation options don't connect to where a person needs to go

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## Jobseeker Outreach

- Surveyed 14 jobseekers at the Midtown Job Center.
- Most above the age of 45 and with incomes below \$30,000/year.
- 10 out of 14 responded that they'd like to go more places in Anchorage but don't have the transportation to get there.
- 7 out of 12 responded that transportation has been an issue during their job search. One mentioned that employers don't want to hire people that rely on the bus.

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## Transportation Provider Survey

- 20 organizations responded including public transit, nonemergency medical transportation, and social service agencies
- Themes
  - + Limited options for late night/weekend transportation
  - + Existing transportation options don't connect to destinations clients want to go
  - + Funding is the biggest barrier to coordinated efforts
  - + Interest among providers to coordinate joint funding approaches, shared vehicle maintenance strategies, and development of educational resources

9

## Vision + Priorities

### *The direction we're heading*

- Older adults, people with disabilities, and people with low incomes in Anchorage have transportation options that support and promote individual independence, freedom, and opportunity.
  1. Working together as a community.
  2. Planning and building an inclusive transportation network.
  3. Grow and share funding for human services transportation

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## Priority 1. Working together as a community

Public and private agencies work together to support an efficient and effective transportation system.

- Action 1.1: Create a human services transportation coordinating committee
- Action 1.2: Data and analysis: make transparent and available to the public
- Action 1.3: Explore partnership with Medicaid

11

## Priority 2. Planning + building an inclusive transportation network

Improvements are needed to make existing options: accessible, affordable, reliable, and safe.

- Action 2.1: Develop People Mover & Anchor Rides Transit Investment Priorities and Service Enhancement Plan
- Action 2.2: Adopt policies that improve mobility in a winter city.
- Action 2.3 Educational material development

12

## Priority 3. Grow + share funding for human services transportation

Approaching scarcity with an abundance mindset can identify new ways to leverage limited resources

- Action 3.1: Collaborate to pursue competitive funding
- Action 3.2: Explore maintenance cost sharing programs

13

## Next Steps

- TODAY: Brief AMATS Policy Committee
- October: Public Review of Draft Plan
- November: Reconvene working group for input on Final draft
- December: Approval by TAC (Thurs. 6<sup>th</sup>) and PAC (Thurs. 20<sup>th</sup>)



## Appendix D. Transportation Provider Survey Results

This appendix provides an overview of the purpose, methodology, and results of the transportation provider survey for the AMATS Coordinated Human Services Plan.

### SURVEY PURPOSE

The State of Alaska requires that every Coordinated Human Services Transportation Plan include an inventory of available transportation resources and services. Assessing the available services allows for the identification of gaps in service, areas of overlap for coordination, and improved information for consumers to use to access social services.

### SURVEY DEVELOPMENT

The survey had three primary goals:

1. To identify and document existing transportation resources and services the Anchorage community can use to access human services.
2. To identify gaps in transportation service areas for seniors, people with low incomes, and people with disabilities.
3. To identify potential areas of coordination among transportation services.

To achieve these goals, the survey collected information and asked questions in the following areas:

- Organization characteristics
- Transportation service characteristics
- Fleet and driver characteristics
- Coordination activity assessment
- Client need assessment

The following is the final survey distributed to stakeholders:

**Coordinated Human Services Transportation Plan - 2018 Provider Inventory Update****Transportation Provider Inventory Survey**

**Anchorage Metropolitan Area Transportation Solutions (AMATS) is in the process of updating the 2009 Coordinated Human Services Transportation Plan (CHSTP).**

**The CHSTP is a required planning document for a municipality to become eligible for Section 5310 (Enhanced Mobility for Seniors and People with Disabilities) and Alaska Mental Health Authority funding. The plan assesses community needs for seniors, people with disabilities, and people experiencing poverty, identifies gaps in service, and recommends & prioritizes strategies to address these needs and gaps.**

**To understand existing services and potential gaps, we need input from the organizations that provide and support transportation services. This includes organizations that directly provide rides, those that provide supplementary services like travel training or bus passes, and those that share information about transportation services. This survey will help improve transportation services for people with limited mobility options and identify opportunities for coordination and collaboration between providers to improve service delivery.**

**If you have any questions please contact:**

**Jamie Acton  
Senior Transportation Planner  
actonjm@muni.org**

## Coordinated Human Services Transportation Plan - 2018 Provider Inventory Update

## Organization Information

\* 1. Organization name:

\* 2. Type of organization:

- ☐ Government body ☐ Private, for-profit business
- ☐ Private, non-profit ☐ Tribal government
- ☐ Public, non-profit
- ☐ Other (please specify)

\* 3. What best describes your organization?

- ☐ Transit agency ☐ Taxi/cab/NEMT service
- ☐ Social service agency
- ☐ Other (please specify)

\* 4. Which of the following types of funding does your organization receive for transportation? (check all that apply):

- ☐ Local funding ☐ Passenger fees
- ☐ State funding ☐ Private donations
- ☐ Federal FTA funding ☐ Foundation grants
- ☐ Other federal funding ☐ United Way
- ☐ Other (please specify)



\* 5. Who are the primary groups your organization serves? (Check all that apply):

- |   |  |
|---|--|
| <input type="checkbox"/> General public           | <input type="checkbox"/> Veterans                                |
| <input type="checkbox"/> Older adults             | <input type="checkbox"/> People with low incomes                 |
| <input type="checkbox"/> People with disabilities | <input type="checkbox"/> Families                                |
| <input type="checkbox"/> Teens                    | <input type="checkbox"/> Alaska Natives                          |
| <input type="checkbox"/> Children                 | <input type="checkbox"/> People with limited English proficiency |
| <input type="checkbox"/> Other (please specify)   |  |

\* 6. Contact name:

\* 7. Contact title:

\* 8. Contact telephone:

\* 9. Contact e-mail:

## Coordinated Human Services Transportation Plan - 2018 Provider Inventory Update

## Types of Services Provided

\* 10. Does your organization provide direct transportation services with vehicles it owns or leases?

☐ Yes

☐ No, but we either contract for, subsidize, arrange or support transportation services in some way for our clients

## Coordinated Human Services Transportation Plan - 2018 Provider Inventory Update

## Service Characteristics

**This section will ask about the type of transportation services you provide.**

11. Please select what best describes the transportation service you provide:

☐ Fixed route service (fixed path, schedule, and stops) ☐ Demand-response service

☐ Deviated route service (fixed path where vehicle may depart from to service a prescribed area)

☐ Other (please specify)

12. Please enter your daily hours of operation from Monday through Sunday:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Service begins:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Service ends:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

13. What holidays influence your service hours? How?

14. Please describe your service area:

15. What type of service do you provide (check all that apply):

☐ Designated stop pick-up and drop-off ☐ Door-to-door service

☐ Curb-to-curb service ☐ Door-through-door service

☐ Other (please specify)

## 16. Ridership includes (check all that apply):

- |   |  |
|---|--|
| <input type="checkbox"/> General public           | <input type="checkbox"/> Veterans                                |
| <input type="checkbox"/> Older adults             | <input type="checkbox"/> Families                                |
| <input type="checkbox"/> People with disabilities | <input type="checkbox"/> People with low incomes                 |
| <input type="checkbox"/> Teens                    | <input type="checkbox"/> Alaska Natives                          |
| <input type="checkbox"/> Children                 | <input type="checkbox"/> People with limited English proficiency |
| <input type="checkbox"/> Other (please specify)   |  |

## 17. Are there eligibility requirements to use the service (age, disability, Veteran status, etc.)?

If so, please describe:

## 18. Destinations include (check all that apply):

- |   |   |
|---|---|
| <input type="checkbox"/> Any purpose  | <input type="checkbox"/> Religious events               |
| <input type="checkbox"/> Medical (physical health, behavioral health, dental) | <input type="checkbox"/> Social/recreational activities |
| <input type="checkbox"/> Employment   | <input type="checkbox"/> Childcare                      |
| <input type="checkbox"/> Volunteer activities                                 | <input type="checkbox"/> Shopping                       |
| <input type="checkbox"/> Other (please specify)                               |   |

## 19. Are there destination requirements to use the service (medical, employment, geographic, etc.)? If so, please describe:

## \* 20. What is the fare structure for the service you provide:

- |  |  |
|--|--|
| <input type="radio"/> A flat rate.                             | <input type="radio"/> Donations are suggested. |
| <input type="radio"/> A sliding rate based on select criteria. | <input type="radio"/> Our service is free.     |
| <input type="radio"/> Other:                                   |  |

## Coordinated Human Services Transportation Plan - 2018 Provider Inventory Update

## Service Characteristics

21. What is your rate?

22. Are reservations required ahead of time?

☐ Yes

☐ No

## Coordinated Human Services Transportation Plan - 2018 Provider Inventory Update

## Service Characteristics

23. What are the rate and eligibility criteria for your sliding payment structure?

\* 24. Are reservations required ahead of time?

☐ Yes

☐ No

## Coordinated Human Services Transportation Plan - 2018 Provider Inventory Update

## Service Characteristics

25. What is your reservation policy (i.e. How can a client make a reservation? How many days in advance is required? Is possible?)

26. What is your cancellation policy?

## Coordinated Human Services Transportation Plan - 2018 Provider Inventory Update

## Service Characteristics

27. Do you provide same day service? (When a client requests a ride for the day of without a reservation)

☐ Yes

☐ No

☐ Other (please specify)

28. How has the average number of monthly trip legs and unique clients changed in the past 6 months? In the past year? In the past five years?

29. On average, how many trip legs (A single direction pick-up and drop-off) do you provide on an **annual** basis?

30. On average, how many trip legs (A single direction pick-up and drop-off) do you provide on a **monthly** basis?

31. On average, how many trip legs (A single direction pick-up and drop-off) do you provide on a **daily** basis?



## Coordinated Human Services Transportation Plan - 2018 Provider Inventory Update

## Fleet and Driver Characteristics

**This section will ask questions about the types of vehicles and drivers you have in your organization.**

32. How many vehicles within your fleet are...

Sedans

Minivans

15-passenger vans

Light-duty buses (16-24  
passengers)

School Buses (yellow  
school bus seating  
between 25 and 60)

Transit buses

Other (Please describe)

33. Are any of the vehicles in your fleet wheelchair accessible?

☐ Yes

☐ No

## Coordinated Human Services Transportation Plan - 2018 Provider Inventory Update

## Fleet and Driver Characteristics

34. Please indicate how many of the vehicles you previously listed are wheelchair accessible:

Sedans

Minivans

15-passenger vans

Light-duty buses (16-24  
passengers)

School Buses (yellow  
school bus seating  
between 25 and 60)

Transit buses

Other (Please describe)

## Coordinated Human Services Transportation Plan - 2018 Provider Inventory Update

## Fleet and Driver Characteristics

35. What are the peak hours of service when you have the greatest number of vehicles on the road at one time?

36. What types of training do you require your drivers have (check all that apply):

- |  |  |
|--|--|
| <input type="checkbox"/> Passenger Service and Safety (PASS) | <input type="checkbox"/> Commercial device securement      |
| <input type="checkbox"/> Defensive driving                   | <input type="checkbox"/> CPR and First Aid                 |
| <input type="checkbox"/> Child Passenger Safety              | <input type="checkbox"/> Confidentiality and HIPAA         |
| <input type="checkbox"/> Wheelchair/mobile device securement | <input type="checkbox"/> Bloodborne pathogen spill cleanup |
| <input type="checkbox"/> Other (please specify)              |  |

37. Do you **provide** any of the following trainings for your drivers (check all that apply):

- |  |  |
|--|--|
| <input type="checkbox"/> Passenger Service and Safety (PASS) | <input type="checkbox"/> Commercial device securement      |
| <input type="checkbox"/> Defensive driving                   | <input type="checkbox"/> CPR and First Aid                 |
| <input type="checkbox"/> Child Passenger Safety              | <input type="checkbox"/> Confidentiality and HIPAA         |
| <input type="checkbox"/> Wheelchair/mobile device securement | <input type="checkbox"/> Bloodborne pathogen spill cleanup |
| <input type="checkbox"/> Other (please specify)              |  |

38. How many volunteer drivers do you currently have?

39. How many part-time, paid drivers do you employ?

40. How many full-time, paid drivers do you employ?

## Coordinated Human Services Transportation Plan - 2018 Provider Inventory Update

## Transportation Support Activities

**This section asks questions about services your organization provides that are not direct transportation services (i.e. rides for clients).**

41. Please indicate the services your organization provides to support transportation:

- |   |  |
|---|--|
| <input type="checkbox"/> We <b>contract</b> for transportation services for our clients through formal arrangements with other transportation providers.    | <input type="checkbox"/> We <b>manage</b> a volunteer driver program.                |
| <input type="checkbox"/> We <b>subsidize</b> transportation services for our clients by providing bus fare, taxi vouchers, mileage reimbursement, or cash.  | <input type="checkbox"/> We <b>provide</b> travel training services for our clients. |
| <input type="checkbox"/> We <b>arrange</b> transportation services for our clients by providing trip planning or information about transportation services. | <input type="checkbox"/> N/A   |
| <input type="checkbox"/> Other (please specify)   |  |

42. Please describe the services you selected above.

## Coordinated Human Services Transportation Plan - 2018 Provider Inventory Update

## Transportation Coordination Areas

This section asks questions about where you see opportunity for coordination and improvement to improve transportation services. The Alaska Community and Public Transportation Advisory Board defines coordination as:

***“An ongoing strategy of committed funders, providers and stakeholders working together to improve both local and statewide transportation options through planning, shared resources, and consolidation of programs.”***

The following section will assess current activities, opportunities, and potential barriers to coordination of human services transportation-related activities.

43. Please respond accordingly based on activities your organization does, doesn't, or plans to carry out related to human services transportation.

	We do this	We don't do this currently, but are planning to	We would be interested in finding partners to collaborate with on this	We don't do this and do not plan to
We pursue joint grant writing or funding opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We pool financial resources with another organization to fund transportation-related services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a website that is regularly maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We produce print materials in multiple languages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We conduct one-on-one needs assessments with customers to identify their transportation needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We provide a repository of transportation services and programs online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	We do this	We don't do this currently, but are planning to	We would be interested in finding partners to collaborate with on this	We don't do this and do not plan to
We provide trip assistance through a live help specialist to match the customer with the best option	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We share vehicles with another organization to provide transportation service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We coordinate vehicle and capital purchases with another organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We coordinate supply or equipment purchases with another organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We share fueling facilities with another organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We share maintenance facilities for vehicles with another organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We coordinate insurance purchases related to transportation with another organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We coordinate driver training programs with another organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We pool financial resources to better coordinate transportation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We distribute customer surveys to solicit feedback about the services we provide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have established common data collection and reporting procedures related to transportation services with other agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 44. What is the biggest unmet transportation need you hear from your clients?

- |   |  |
|---|--|
| <input type="radio"/> Affordable options  | <input type="radio"/> Transportation options don't connect to where they need to go          |
| <input type="radio"/> Early morning service   | <input type="radio"/> Travel to medical destinations   |
| <input type="radio"/> Late night service  | <input type="radio"/> Travel to employment   |
| <input type="radio"/> Weekend service   | <input type="radio"/> Options for people with mobility devices (wheelchairs, scooters, etc.) |
| <input type="radio"/> Same-day or next-day service                                  | <input type="radio"/> Sidewalk connections to destinations                                   |
| <input type="radio"/> Snow-related barriers on sidewalks (not plowed/snow build up) | <input type="radio"/> Better transfers between transportation options                        |
| <input type="radio"/> Lack of knowledge about available services                    | <input type="radio"/> Service that gets clients where they need to go in a timely manner     |
| <input type="radio"/> Safety  | <input type="radio"/> Reliable transportation options  |
| <input type="radio"/> Other (please specify)  |  |

45. What is the **SECOND** biggest unmet transportation need you hear from your clients?

- |   |  |
|---|--|
| <input type="radio"/> Affordable options  | <input type="radio"/> Transportation options don't connect to where they need to go          |
| <input type="radio"/> Early morning service   | <input type="radio"/> Travel to medical destinations   |
| <input type="radio"/> Late night service  | <input type="radio"/> Travel to employment   |
| <input type="radio"/> Weekend service   | <input type="radio"/> Options for people with mobility devices (wheelchairs, scooters, etc.) |
| <input type="radio"/> Same-day or next-day service                                  | <input type="radio"/> Better transfers between transportation options                        |
| <input type="radio"/> Snow-related barriers on sidewalks (not plowed/snow build up) | <input type="radio"/> Service that gets clients where they need to go in a timely manner     |
| <input type="radio"/> Lack of information about available services                  | <input type="radio"/> Reliable transportation options  |
| <input type="radio"/> Safety  |  |
| <input type="radio"/> Other (please specify)  |  |

\* 46. What do you see as the biggest barrier to the coordination of transportation services?

- |  |   |
|--|---|
| <input type="radio"/> Statutory barriers to pooling funds        | <input type="radio"/> Lack of shared vision and priorities between providers          |
| <input type="radio"/> Restrictions placed on the use of vehicles | <input type="radio"/> Lack of organizational will to initiate coordination activities |
| <input type="radio"/> Liability/insurance concerns               | <input type="radio"/> Siloed institutional structures between potential partners      |
| <input type="radio"/> Turf issues among providers                | <input type="radio"/> Lack of knowledge about coordination opportunities              |
| <input type="radio"/> Lack of funding                            | <input type="radio"/> Lack of champion to spearhead coordination efforts              |
| <input type="radio"/> Other (please specify)                     |   |

47. What do you see as the **SECOND** biggest barrier to the coordination of transportation services?

- |  |   |
|--|---|
| <input type="radio"/> Statutory barriers to pooling funds        | <input type="radio"/> Lack of shared vision and priorities between providers          |
| <input type="radio"/> Restrictions placed on the use of vehicles | <input type="radio"/> Lack of organizational will to initiate coordination activities |
| <input type="radio"/> Liability/insurance concerns               | <input type="radio"/> Siloed institutional structures between potential partners      |
| <input type="radio"/> Turf issues among providers                | <input type="radio"/> Lack of knowledge about coordination opportunities              |
| <input type="radio"/> Lack of funding                            | <input type="radio"/> Lack of champion to spearhead coordination efforts              |
| <input type="radio"/> Other (please specify)                     |   |

48. What opportunities do you see to better coordinate transportation services or overcome barriers to coordination?

49. Is there anything else you would like to share about the coordination of transportation services or you feel we should know moving forward with this plan?

50. Do you want to want to receive project updates?

- ☐ Yes
- ☐ No



## Coordinated Human Services Transportation Plan - 2018 Provider Inventory Update

Thank you for your input!

**If you have any questions please contact:**

**Jamie Acton**  
**Senior Transportation Planner**  
**[actonjm@muni.org](mailto:actonjm@muni.org)**

**For more project information, please visit: [www.muni.org/coordination](http://www.muni.org/coordination).**

## SURVEY DISTRIBUTION

The survey distribution list was built from the list of stakeholders who participated in the 2009 CHSTP. This list was augmented with the following approaches:

- Input from local project team partners
- A list of non-emergency medical transportation providers shared by the State of Alaska Division of Health Care Services
- Internet review of area social transportation services
- Snowball approach through conversations with stakeholders identified via previous methods

The final distribution list included 50 stakeholders from transportation and social services organizations. The survey was built and distributed using Survey Monkey. In the beginning of May 2018 the survey was sent out to the distribution list, with a reminder email following at the end of May. The survey officially closed at the end of September after key stakeholders had finished their submissions. Overall, the survey had 22 respondents, a 45% response rate.

Table 1: Final stakeholder distribution list (green indicates response)

Final Organization Distribution List				
United Non-Emergency Medical Transportation LLC	Secure Care Transport	Anchorage Youth Court	Anchorage School District (Transp. Dept.)	Nine Star Education and Employment Services
QUICKRIDE LLC	BLUE TRANS LLC	Alaska Literacy Program	UAA Shuttle Service	Enterprise Vanpool
Turnagain Social Club LLC	Anchorage Pioneer Home	MOA Public Transportation Dept.	Anchorage Community Mental Health Services	Department of Veteran Affairs
MCKINLEY SERVICES OF ALASKA LLC	Assets, Inc.	Alaska Youth & Parent Network	Southcentral Foundation	Anchorage Juvenile Alcohol Safety Action Program
Alaska Yellow Dispatch LLC	Glacier Valley Transit	Boys & Girls Clubs of Alaska	Access Alaska	Anchorage Office of Child Services
BAC Transportation LLC	Serendipity Adult Day Services	Mabel T. Caverly Senior Center	Alaska Center for Resource Families	Conduent State Healthcare
Arctic Haven ALH Inc	AnchorRIDES	Goveror's Council on Disabilities & Special Education	Alaska Peer Support Consortium	Children in Transition (CIT)
Alaska Mobility Transit LLC	Armed Services YMCA of Alaska	Alaska Center for the Blind and Visually Impaired	Valley Transit	Stone Soup Group
Checker Dispatch LLC	Anchorage Neighborhood Health Center	The Arc of Anchorage	Stone Soup Group	Statewide independent Living Council
United Non-Emergency Medical Transportation LLC	Kid's Corps, Inc.	State of Alaska Senior and Disability Services	Thread Alaska	Hope Community Services

## SURVEY RESULT SUMMARY

Figure 1. Survey respondents by organization type

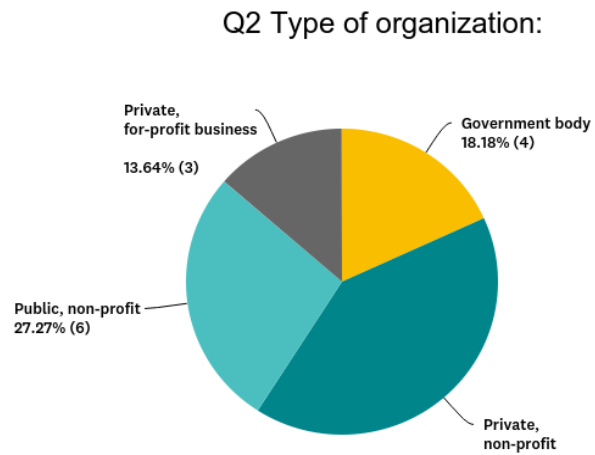


Figure 2. Survey respondents by organization purpose

### Q3 What best describes your organization?

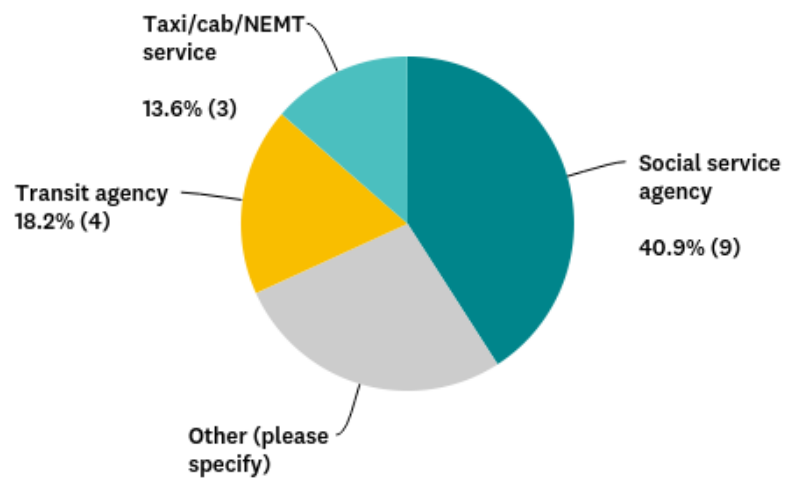


Figure 3. Survey respondent funding sources

Q4 Which of the following types of funding does your organization receive for transportation?  
(check all that apply):

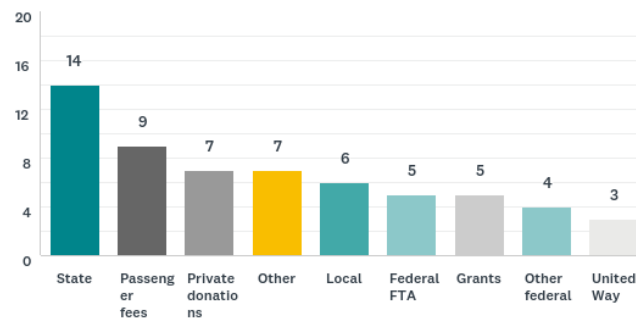


Figure 4. Survey respondent target populations

Q5 Who are the primary groups your organization serves? (Check all that apply):

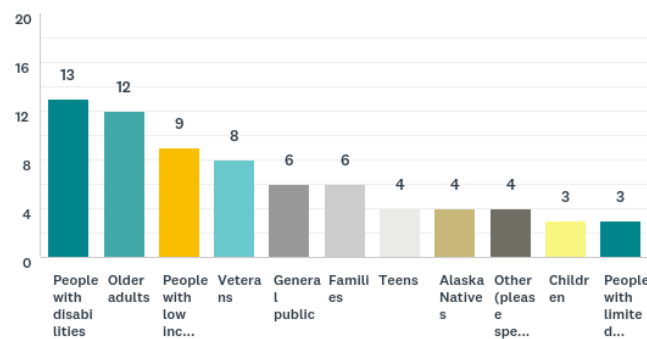


Figure 5. Survey respondent service types

Q11 Please select what best describes the transportation service you provide:

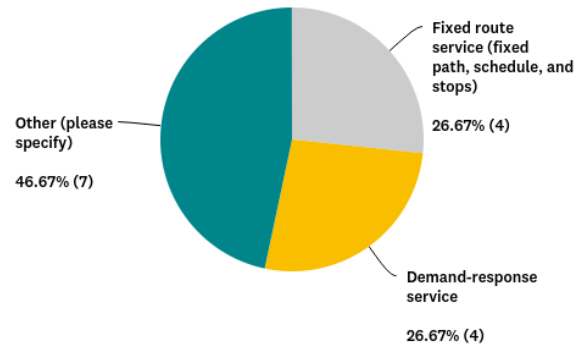


Table 2: Survey respondent reported hours and service area for provided transportation services

Organization	Hours		Service Area
	M-F	Weekend	
AnchorRIDES	6am-12am	Sat 8am-8pm Sun 8am-7pm	We have three service areas (SA): Core SA covers the complementary zone within a 3/4 mile of either side of fixed route; Premium Zone 1 SA is extends beyond the complementary zone and affords transportation to Senior and eligible disabled in the south and west areas of Anchorage. Premium Zone 2 SA provides ADA service only to areas further south beyond Zone 1. Neither Premium Zones are federally mandated.
People Mover	5am-12am	Sat 8am-8pm Sun 8am-7pm	Anchorage and Chugiak-Eagle River
Valley Transit	4:30am-8:00pm	n/a	Mat-Su Core and connection to Anchorage
Hope Community Resources	24/7	24/7	everywhere a Hope assisted living home resident wishes to go
The Arc of Anchorage	9am-6pm	n/a	Anchorage Bowl
Secure Care	M-Th 7am-9pm	n/a	Anchorage Bowl
Mabel T Caverly Senior Center & Services	T-TH 9am-4:30pm	n/a	No response

Turnagain Social Club	M-Tu 7:30am-5:30pm	n/a	Anchorage
Dept of Veteran Affairs	8am-4pm	n/a	Within Anchorage area, Eagle River, and Mat-Su area on case by case basis
Armed Services YMCA of Alaska	7am - 7pm	n/a	Operate exclusively on Joint Base Elmendorf-Richardson (JBER).
Checker Dispatch, LLC.	No response	No response	No response
Quickride LLC	4am-9pm	4am-9pm	Around Anchorage only
Assets Inc	6:30am-2am	9:30am-1:30am	From our main facility 2330 Nichols to JBER
Glacier Valley Transit	M-TH 7:30am-11pm F 7:30am-3am	7:30am-3am	From Hotel Alyeska to Tesoro
Enterprise Rideshare	5:00am-8:00pm	5:00am-8:00pm	The Valley, Anchorage, Girdwood

Figure 6. Survey respondent ridership groups

Q16 Ridership includes (check all that apply):

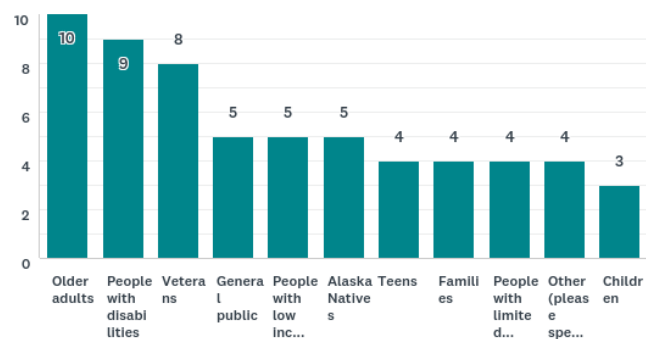


Figure 7. Supportive transportation services reported by survey respondents

Q41 Please indicate the services your organization provides to support transportation:



Table 3: Survey respondent reported hours and service area for provided transportation services

Supporting Services	Description
We contract for transportation services for our clients through formal arrangements with other transportation providers.	<p><b>AnchorRIDES</b></p> <p>We contract our paratransit services to MV Transportation. We are staffed with one FTE to provide travel training to riders unfamiliar with our fixed route system. We subsidize demand response transportation of Seniors and Disabled in Chugiak/Eagle River community through a contract with Chugiak/Eagle River Senior Center</p> <p><b>Secure Care</b></p> <p>Care coordinator/ALH/family calls 24 hrs in advance to set up a ride. This is paid by waiver choice.</p> <p><b>UAA Parking Services</b></p> <p>UPASS Program provides access to People Mover bus routes, Valley Mover routes &amp; AnchorRides through a service agreement. Seawolf Shuttle service is contracted through UAA Fleet/Transportation for campus routes only.</p>
We subsidize transportation services for our clients by providing bus fare, taxi vouchers, mileage reimbursement, or cash.	<p><b>AnchorRIDES</b></p> <p>We contract our paratransit services to MV Transportation. We are staffed with one FTE to provide travel training to riders unfamiliar with our fixed route system. We subsidize demand response transportation of Seniors and Disabled in Chugiak/Eagle River community through a contract with Chugiak/Eagle River Senior Center</p> <p><b>The Arc of Anchorage</b></p> <p>We work with AnchorRides to purchase tickets for individuals who prefer to use AnchorRides. We arrange for transportation for individuals who are</p>

	<p>more independent ie help to access bus schedule; map out bus route, etc</p> <p><b>UAA Parking Services</b></p> <p>UPASS Program provides access to People Mover bus routes, Valley Mover routes &amp; AnchorRides through a service agreement. Seawolf Shuttle service is contracted through UAA Fleet/Transportation for campus routes only.</p>
<p>We arrange transportation services for our clients by providing trip planning or information about transportation services.</p>	<p><b>The Arc of Anchorage</b></p> <p>We work with AnchorRides to purchase tickets for individuals who prefer to use AnchorRides. We arrange for transportation for individuals who are more independent ie help to access bus schedule; map out bus route, etc</p> <p><b>Mabel T Caverly Senior Center &amp; Services</b></p> <p>During summer, we plan special trips to Portage, Girdwood, Hatcher Pass, State Fair for Senior Day</p> <p><b>UAA Parking Services</b></p> <p>UPASS Program provides access to People Mover bus routes, Valley Mover routes &amp; AnchorRides through a service agreement. Seawolf Shuttle service is contracted through UAA Fleet/Transportation for campus routes only.</p> <p><b>Salvation Army Serendipity Adult Day Services</b></p> <p>Clients require supervised transportation due to physical and cognitive issues. We arrange transportation with available vendors</p> <p><b>Enterprise Rideshare</b></p>
<p>Other</p>	<p><b>SILC of Alaska</b></p> <p>A group of us does want to look into ways to to augment the current public transit system. Down in the Lower 48, Centers for Independent Living (especially in rural areas) have some very creative programs to increase access to transportation. We hope to research those programs this summer.</p> <p><b>Turnagain Social Club</b></p> <p>We transport to and from our daycare and to medical appointments</p> <p><b>Assets Inc</b></p>



	clients may contract with other forms of transportation to get to the agency. we provide transportation to base work sites since public transportation cannot get them there.
We provide travel training services for our clients.	<b>AnchorRIDES</b> We contract our paratransit services to MV Transportation. We are staffed with one FTE to provide travel training to riders unfamiliar with our fixed route system. We subsidize demand response transportation of Seniors and Disabled in Chugiak/Eagle River community through a contract with Chugiak/Eagle River Senior Center

Table 4: Biggest unmet need for clients reported by survey respondent

Unmet Need	%	Count
Weekend service	21.05%	4
Service that gets clients where they need to go in a timely manner	21.05%	4
Snow-related barriers on sidewalks (not plowed/snow build up)	15.79%	3
Transportation options don't connect to where they need to go	10.53%	2
Reliable transportation options	10.53%	2
Affordable options	5.26%	1
Same-day or next-day service	5.26%	1
Travel to employment	5.26%	1
Other (please specify)	5.26%	1

Table 5: Second biggest unmet need for clients reported by survey respondent

Second Unmet Need	%	Count
Transportation options don't connect to where they need to go	21.05%	4
Affordable options	15.79%	3
Other (please specify)	15.79%	3

Snow-related barriers on sidewalks (not plowed/snow build up)	10.53%	2
Early morning service	5.26%	1
Late night service	5.26%	1
Lack of information about available services	5.26%	1
Travel to employment	5.26%	1
Options for people with mobility devices (wheelchairs, scooters, etc.)	5.26%	1
Service that gets clients where they need to go in a timely manner	5.26%	1

Table 6: Largest barrier to coordinating transportation services as reported by survey respondent

Barriers to Coordination	%	Count
Lack of funding	42.11%	8
Other (please specify)	15.79%	3
Liability/insurance concerns	10.53%	2
Lack of shared vision and priorities between providers	10.53%	2
Lack of organizational will to initiate coordination activities	10.53%	2
Lack of champion to spearhead coordination efforts	10.53%	2

Table 7: Second largest barrier to coordinating transportation services as reported by survey respondent

Second Biggest Barriers to Coordination	%	Count
Lack of funding	16.67%	3
Lack of shared vision and priorities between providers	16.67%	3
Lack of champion to spearhead coordination efforts	16.67%	3
Restrictions placed on the use of vehicles	11.11%	2
Liability/insurance concerns	11.11%	2

Siloed institutional structures between potential partners	11.11%	2
Other (please specify)	11.11%	2
Lack of knowledge about coordination opportunities	5.56%	1

Table 8: Opportunities to better coordinate transportation services as reported by survey respondent

Description
More interaction and coordination between the State, AMATS, and Public Transportation Dept
<p>The Community and Public Transportation Advisory Board found coordination is a problem at all levels (state, local, and providers). The suggestions may by this board include:</p> <ul style="list-style-type: none"> <li>• Providers demonstrating and verifying their participation in a locally developed, coordinated public transit-human services transportation plan.</li> <li>• Providers showing where local planning processes will include the meaningful involvement of representatives of public, private, nonprofit transportation and human service providers, as well as members of the public including seniors and individuals with disabilities.</li> <li>• Providers' services will directly correspond with the identified transportation needs of seniors, individuals with disabilities, and people with disabilities in the local coordination plan, supporting local strategies and prioritized services.</li> </ul>
Initiating conversations about coordination opportunities including funding opportunities.
Better access to roads during winter
Better options for people with mobility devices; Better transfer options between modes of transportation.
There is potential to create a transportation hub in the UMED district that could connect riders with car share vehicles if a program were available. I'd love to see some Uber-style ride hubs created through town that could provide last mile delivery at reasonable prices making money through ride volume and frequency. And creation of a Muni transportation czar that handled more than city buses including all ride modes.
Better system for billing purposes.
The Muni/People Mover to take a lead role.
Our adult daycare covers a lot of expense from transportation. Reimbursements are too low but cost to provide service is too high. Transportation is not a profitable or even break even business.
Only AnchorRides offers affordable transportation for those who require assistance. Other vendors to provide sliding fee discounts
Create system for access to base for non-driving civilians

## SURVEY RESULTS

The following section presents the raw data provided by survey respondents. Information is presented as the organization respondents provided. Missing or incomplete answers indicate respondent did not complete that question.

### ALASKA MENTAL HEALTH CONSUMER WEB

**About:** Non-profit social service agency

**Services:** Transportation to food banks

**Funding:** State funds, foundation grants, private donations

**Serves:** Older adults, people with disabilities, people with low incomes, Alaska Natives, veterans

**Requirements:** Membership of the Alaska Mental Health Consumer Web

**Hours:** Select days of the week

**Service area:** n/a

**Destinations:** n/a

**Fare:** No fee.

**Drivers:** 1 part time

**Vehicles:** n/a

**Coordination activities:** We pursue joint grant writing or funding opportunities, We have a website that is regularly maintained, We distribute customer surveys to solicit feedback about the services we provide

**Coordination activities in the works:** produce print materials in multiple languages,

**Biggest unmet need for their clients:** Transportation options don't connect to where they need to go

### THE ARC OF ANCHORAGE

**About:** Non-profit social service agency

**Services:** Transportation based on the service needs of individuals as well as the program outing schedules

**Funding:** State funds, foundation grants, private donations

**Serves:** Older adults, people with disabilities, people with low incomes, children, teens

**Requirements:** Membership of the Alaska Mental Health Consumer Web

**Hours:** M-F 9am-6pm

**Service area:** Anchorage Bowl

**Destinations:** Employment, social/recreational activities, to and from day habilitation and group home as needed.

**Fare:** n/a

**Drivers:** Varies

**Vehicles:** 5 sedans (4 are WAV), 19 minivans, 6 15-passenger vans

**Coordination activities:** lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services, We have a website that is regularly maintained, provide trip assistance through a live help specialist to match the customer with the best option, distribute customer surveys to solicit feedback about the services we provide

**Coordination activities in the works:** Conduct one-on-one needs assessments with customers to identify their transportation needs

**Interest in finding partners to:** share vehicles with another organization to provide transportation service, pursue joint grant writing or funding opportunities, pool financial resources with another organization to fund transportation-related services, produce print materials in multiple languages, provide a repository of transportations services and programs online, coordinate vehicle and capital purchases with another organization, coordinate supply or equipment purchases with another organization, share fueling facilities with another organization, share maintenance facilities for vehicles with another organization, coordinate insurance purchases related to transportation with another organization, coordinate driver training programs with another organization, pool financial resources to better coordinate transportation services, established common data collection and reporting procedures related to transportation services with other agencies

**Biggest unmet need for their clients:** Reliable, affordable transportation options

### ARMED SERVICES OF YMCA ALASKA

**About:** Non-profit social service agency

**Services:** Curb to curb, Demand-response transportation

**Funding:** Foundation grants, private donations, passenger fees

**Serves:** Older adults, people with disabilities, families, people with low, incomes

**Requirements:** Must be a military ID card holder (active, guard, reserve), dependent ID card holder, retired ID card holder, or have base access to JBER.

**Hours:** 7am-7pm M-F

**Service area:** Joint Base Elmendorf-Richardson (JBER). We have an agreement with the Anchorage Muni that we will not operate outside of the installation.

**Destinations:**

**Fare:** Service members and families are \$1.00 point-to-point. All other riders pay \$3.00 point-to-point.

**Drivers:** 3 part time drivers

**Vehicles:** 1 minivan

**Coordination activities:** pursue joint grant writing or funding opportunities, have a website that is regularly maintained

**Coordination activities in the works:** n/a

**Interest in finding partners to:** n/a

**Biggest unmet need for their clients:** Weekend service

## Assets Inc.

**About:** Non-profit social service agency

**Services:** Rides to JBER for employment

**Serves:** People with disabilities, employees on base sites

**Requirements:**

**Hours:** 6:30am-2am M-F, 9:30am-1:30am weekends

**Service area:** from our main facility 2330 Nichols to JBER

**Destinations:** Employment centers

**Fare:** n/a

**Drivers:** ~12

**Vehicles:** 1 15-passenger van, 1 14 passenger bus

## Checker Dispatch LLC

**About:** Private, for profit business

**Services:** Non-emergency medical transportation

**Funding:** Federal funding, Passenger fees

**Serves:** General public

**Requirements:**

**Hours:**

**Service area:**

**Destinations:**

**Fare:**

**Drivers:**

**Vehicles:**

**Coordination activities:** Have a website that is regularly maintained

**Coordination activities in the works:**

**Interest in finding partners to:** pursue joint grant writing or funding opportunities, lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services,

**Feedback:** More coverage is needed in the Eagle River area. Restrictions placed on the use of vehicles create barriers for service delivery.

## Hope Community Resources

**About:** Non-profit social service agency

**Services:** Curb-to Curb Demand-response services

**Funding:** State funding, other Federal funding, private donations

**Serves:** People with disabilities, people with low incomes

**Requirements:** Must have a disability determination by the state of Alaska and be receiving a supporting service from Hope.

**Hours:** 24/7

**Service area:** Any destination a Hope Assisted Living resident asks to go

**Destinations:** Any destination.

**Fare:** n/a

## Department of Veteran Affairs

**About:** Government body

**Services:** Fixed route services

**Funding:** State and federal funding

**Serves:** Veterans

**Requirements:** Veteran status

**Hours:** 8a-4p M-F

**Service area:** Within Anchorage area, Eagle River, and Mat-Su area on case by case basis

**Destinations:** Medical appointments

**Fare:** Free

**Drivers:** 3 full-time drivers

**Vehicles:** 2 15-passenger vans

**Coordination activities:** conduct one-on-one needs assessments with customers to identify their transportation needs, distribute customer surveys to solicit feedback about the services we provide

**Coordination activities in the works:** n/a

**Interest in finding partners to:** n/a

**Feedback:** none

## Enterprise Ride Share

**About:** Public, non-profit multi-purpose transportation provider

**Services:**

**Funding:** Local, state, and federal FTA funding, passenger fees

**Serves:** General public, older adults, teens, veterans

**Requirements:** Only as a driver. Must be 25 or older no more than 2 moving violations in 3 years

**Hours:** 5am-8pm monday-sunday

**Service area:** The Valley, Anchorage, Girdwood

**Destinations:** Employment

**Fare:** Flat rate.

**Drivers:** n/a

**Vehicles:** 25 13-pax/5 12 pax/1 11 pax/ 19 10pax 13 8pax/18 7pax/1 6pax

**Coordination activities:** pool financial resources with another organization to fund transportation-related services, have a website that is regularly maintained, share vehicles with another organization to provide transportation service, coordinate supply or equipment purchases with another organization, distribute customer surveys to solicit feedback about the services we provide

**Coordination activities in the works:** lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services, conduct one-on-one needs assessments with customers to identify their transportation needs, provide a repository of transportation services and programs online, provide trip assistance through a live help specialist to match the customer with the best option

**Interest in finding partners to:** pursue joint grant writing or funding opportunities, pool financial resources to better coordinate transportation services

**Feedback:** lack of funding and lack of knowledge about coordination opportunities are the barriers

## Governor's Council on Disabilities and Special Education

**About:** Government organizations

**Services:** Advocacy on behalf of people with disabilities who need transportation

**Funding:** State and federal funding

**Serves:** General public, older adults, people with disabilities, people with low incomes, children, Alaska Natives

**Requirements:** n/a

**Hours:** n/a

**Service area:** n/a

**Destinations:** n/a

**Fare:** n/a

**Drivers:** n/a

**Vehicles:** n/a

**Coordination activities:** pursue joint grant writing or funding opportunities, pool financial resources with another organization to fund transportation-related services, lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services, have a website that is regularly maintained, produce print materials in multiple languages, distribute customer surveys to solicit feedback about the services we provide, established common data collection and reporting procedures related to transportation services with other agencies

**Coordination activities in the works:** n/a

**Interest in finding partners to:** n/a

**Feedback:** Opportunities for more communication with different companies and more access for people with disabilities for transportation.

## Kids Corp Inc.

**About:** Non-profit, social service agency

**Supporting services:**

**Funding:** State and federal funding, United Way, Head Start

**Serves:** Families, children

## Mabel T Caverly Senior Center & Services

**About:** Private, non-profit, social service agency

**Services:** Door-through-door, Demand-response transportation services

**Funding:** Local funding, private donations

**Serves:** Older Adults

**Requirements:** 55+

**Hours:** T-Th 9am-4:30pm

**Service area:** Anchorage Bowl

**Destinations:** Medical, volunteering activities, social recreation, shopping

**Fare:** Membership fee of \$25/year required for insurance purposes. Round trip \$6.

**Drivers:** 2 drivers

**Vehicles:** 1 13-passenger bus with lift

**Coordination activities:** lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services, conduct one-on-one needs assessments with customers to identify their transportation needs, provide a repository of transportation services and programs online, distribute customer surveys to solicit feedback about the services we provide

**Coordination activities in the works:** have a website that is regularly maintained, coordinate supply or equipment purchases with another organization, coordinate insurance purchases related to transportation with another organization,

**Interest in finding partners to:** pursue joint grant writing or funding opportunities, pool financial resources with another organization to fund transportation-related services, share vehicles with another organization to provide transportation service, coordinate vehicle and capital purchases with another organization, established common data collection and reporting procedures related to transportation services with other agencies

**Biggest unmet need for their clients:** More riders as more seniors are not driving and fewer riders as they move away or transition. Snow-related barriers on sidewalks (not plowed/snow build up). Coordination of transfers between various agencies for medical trips that will not provided insurance liability issues--if possible. Better options for people with mobility devices; Better transfer options between modes of transportation; During summer, we plan special trips to Portage, Girdwood, Hatcher Pass, State Fair for Senior Day

## Turnagain Social Club

**About:** Adult Day Care and Non-Emergency Medical transportation

**Services:** Door-through door, Fixed route transportation

**Funding:** State funding and passenger fees

**Serves:** Older adults, people with disabilities, people with low incomes, families, Alaska Natives

**Requirements:** Age

**Hours:** 7:30a-5:30p M-T

**Service area:**

**Destinations:** Medical destinations, social/recreational activities

**Fare:** \$15 each way for day care, \$35 for medical transport

**Drivers:** 5 full time drivers

**Vehicles:** 2 minivans, 3 9-passenger vans

**Coordination activities:** pool financial resources with another organization to fund transportation-related services, lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services, conduct one-on-one needs assessments with customers to identify their transportation needs, coordinate insurance purchases related to transportation with another organization, established common data collection and reporting procedures related to transportation services with other agencies

**Coordination activities in the works:** produce print materials in multiple languages,

**Interest in finding partners to:** pursue joint grant writing or funding opportunities, provide a repository of transportation services and programs online, coordinate vehicle and capital purchases with another organization, pool financial resources to better coordinate transportation services

**Biggest unmet need:** Our adult daycare covers a lot of expense from transportation. Reimbursements are too low but cost to provide service is too high. Transportation is not a profitable or even break even

## Salvation Army Serendipity Social Services

**About:** Private, non-profit social service agency

**Services:** We arrange transportation services for our clients by providing trip planning or information about transportation services. Clients require supervised transportation due to physical and cognitive issues. We arrange transportation with available vendors

**Funding:**

**Serves:** Older adults, people with disabilities, people with low incomes

**Requirements:**

**Hours:** n/a

**Service area:** n/a

**Destinations:** n/a

**Fare:** n/a

**Drivers:** n/a

**Vehicles:** n/a

**Coordination activities:** have a website that is regularly maintained, distribute customer surveys to solicit feedback about the services we provide

**Coordination activities in the works:** produce print materials in multiple languages

**Interest in finding partners to:** Provide a repository of transportation services and programs online

**Feedback:** Only AnchorRides offers affordable transportation for those who require assistance. Other vendors to provide sliding fee discounts

## Secure Care

**About:** private, for profit

**Services:** Non-emergency medical transportation

**Funding:** State funding, passenger fees

**Serves:** People with disabilities

**Requirements:** Waiver approved or private pay or workmans comp insurance

**Hours:** M-W 7a-9p

**Service area:** Anchorage, Eagle river

**Destinations:** Any trip purpose.

**Fare:** 50-70\$ round trip

**Drivers:** 21 volunteer drivers, 1 full time driver

**Vehicles:** 1 minivan, 1 15 passenger bus

**Coordination activities:** lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services, have a website that is regularly maintained, provide a repository of transportations services and programs online, provide trip assistance through a live help specialist to match the customer with the best option, coordinate driver training programs with another organization

**Coordination activities in the works:**

**Interest in finding partners to:** conduct one-on-one needs assessments with customers to identify their transportation needs, hare vehicles with another organization to provide transportation service

**Feedback:** Better access to roads in the winter and Rates should be the same for community and medical rides

## Statewide Independent Council of Living

**About:** Public, non-profit group

**Services:**

**Funding:** n/a

**Serves:** Older people, individuals with disabilities and their families and friends

**Requirements:** n/a

**Hours:** n/a

**Service area:** State of Alaska

**Destinations:** n/a

**Fare:** n/a

**Drivers:** n/a

**Vehicles:** n/a

**Coordination activities:** pursue joint grant writing or funding opportunities, lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services, have a website that is regularly maintained,

**Coordination activities in the works:**

**Interest in finding partners to:**

**Feedback:** A group of us does want to look into ways to to augment the current public transit system. Down in the Lower 48, Centers for Independent Living (especially in rural areas) have some very creative programs to increase access to transportation. We hope to research those programs this summer.

The Community and Public Transportation Advisory Board found coordination is a problem at all levels (state, local, and providers). The suggestions may by this board include:

- Providers demonstrating and verifying their participation in a locally developed, coordinated public transit-human services transportation plan.
- Providers showing where local planning processes will include the meaningful involvement of representatives of public, private, nonprofit transportation and human service providers, as well as members of the public including seniors and individuals with disabilities.
- Providers' services will directly correspond with the identified transportation needs of seniors, individuals with disabilities, and people with disabilities in the local coordination plan, supporting local strategies and prioritized services.

The SILC is committed to helping AMATS with this coordination initiative. While we aren't a service provider, we are an advocacy agency that is federally mandated with governor appointed board that is consumer controlled. The state plan for independent living includes coordinated transportation as a goal in our state plan.

## Quick Ride LLC

**About:** Private, for profit

**Services:** Non-emergency medical transportation

**Funding:** State funding and passenger fees

**Serves:** Older people and people with disabilities

**Requirements:** Medicaid enrollment

**Hours:** Monday through Saturday 4-9pm

**Service area:** Anchorage bowl

**Destinations:** medical appointments, all purpose

**Fare:** \$35/way - medical, \$14.74/way - non-medical

**Drivers:** 10 full time, 2 part time

**Vehicles:** 6 minivans

**Coordination activities:** have a website that is regularly maintained, conduct one-on-one needs assessments with customers to identify their transportation needs, coordinate driver training programs with another organization, pool financial resources to better coordinate transportation services, distribute customer surveys to solicit feedback about the services we provide

**Coordination activities in the works:** lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services, produce print materials in multiple languages, provide a repository of transportations services and programs online



**Interest in finding partners to:** Pursue joint grant writing or funding opportunities, pool financial resources with another organization to fund transportation-related services, have established common data collection and reporting procedures related to transportation services with other agencies

**Feedback:** There are opportunities for better system for billing purpose

## UAA Parking Services

**About:** Public, non-profit educational institution

**Services:** UPASS Program provides access to People Mover bus routes, Valley Mover routes & AnchorRides through a service agreement.

Seawolf Shuttle service is contracted through UAA Fleet/Transportation for campus routes only.

**Funding:** Local, state, and federal funding, private donations

**Serves:** Older adults, people with disabilities, people with low incomes, Alaska Natives, families, veterans, educators, staff, and students

**Requirements:**

**Hours:**

**Service area:** UAA Campus

**Destinations:**

**Fare:**

**Drivers:**

**Vehicles:**

**Coordination activities:** pool financial resources with another organization to fund transportation-related services, lead learning sessions for organizations, agencies, or the public to promote awareness of our transportation services, have a website that is regularly maintained, provide a repository of transportation services and programs online, provide trip assistance through a live help specialist to match the customer with the best option, share vehicles with another organization to provide transportation service, coordinate supply or equipment purchases with another organization, share fueling facilities with another organization, share maintenance facilities for vehicles with another organization, coordinate insurance purchases related to transportation with another organization, pool financial resources to better coordinate transportation services

**Coordination activities in the works:** coordinate vehicle and capital purchases with another organization, distribute customer surveys to solicit feedback about the services we provide

**Interest in finding partners to:** produce print materials in multiple languages,

**Feedback:** There is potential to create a transportation hub in the UMED district that could connect riders with car share vehicles if a program were available. I'd love to see some Uber-style ride hubs created through town that could provide last mile delivery at reasonable prices making money through ride volume and frequency. And creation of a Muni transportation czar that handled more than city buses including all ride modes. The transportation plan of the future should include room to grow as modes change and adapt. Needs are shifting to smaller vehicles that can service direct point to point routes rather than large buses that can get someone "kind of close" to where they need to go.